



ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION DISTRICT, ZONE 7  
100 NORTH CANYONS PARKWAY, LIVERMORE, CA 94551-9486 • PHONE (925) 454-5000

September 10, 2014

Bruce H. Wolfe, Executive Officer  
California Regional Water Quality Control Board  
San Francisco Bay Region  
1515 Clay Street, Suite 1400  
Oakland, CA 94612

Subject: *Zone 7 Water Agency's Annual Report Covering July 1, 2013 – June 30, 2014*

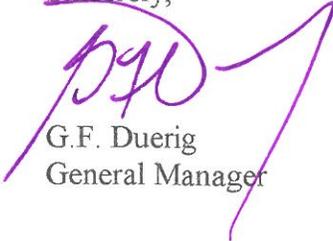
Dear Mr. Wolfe:

Enclosed please find Zone 7 Water Agency's individual Annual Report for fiscal year 2013/2014 (July 1, 2013 through June 30, 2014) as required under the Municipal Regional Stormwater NPDES Permit (NPDES Permit No. CAS612008, Order R2-2009-0074, as amended by Order No. R2-2011-83, Provision C.16).

I certify that Zone 7 Water Agency is in compliance with all requirements of the Order. Furthermore, I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to ensure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Should you have any questions regarding this submittal, please contact either me (at the number above or by email at [jduerig@zone7water.com](mailto:jduerig@zone7water.com)) or Rhett Alzona at (925) 454-5032 or via email at [ralzona@zone7water.com](mailto:ralzona@zone7water.com).

Sincerely,



G.F. Duerig  
General Manager

cc: Selina Louie, RWQCB  
Kurt Arends, Jarnail Chahal, Rhett Alzona, Athena Watson, Emily Moshier



ZONE 7 WATER AGENCY  
FISCAL YEAR  
2013-2014 ANNUAL  
REPORT OF  
STORMWATER PROGRAM  
IMPLEMENTATION

MEMBER AGENCIES:

Alameda  
Albany  
Berkeley  
Dublin  
Emeryville  
Fremont  
Hayward  
Livermore  
Newark  
Oakland  
Piedmont  
Pleasanton  
San Leandro  
Union City  
County of Alameda  
Alameda County Flood  
Control and Water  
Conservation District  
Zone 7 Water Agency

Submitted to:  
California Regional Water Quality  
Control Board, San Francisco Bay  
Region  
September 10, 2014

**FY 2013-2014 Annual Report**

**Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District**

**ATTACHMENT B**

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Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

Section 1 – Permittee Information

SECTION I. BACKGROUND INFORMATION

Background Information				
<b>Permittee Name:</b>	Zone 7 of the Alameda County Flood Control and Water Conservation District			
<b>Population:</b>	N/A			
<b>NPDES Permit No.:</b>	CAS612008			
<b>Order Number:</b>	R2-2009-0074R			
<b>Reporting Time Period (month/year):</b>	July 2013 through June 2014			
<b>Name of the Responsible Authority:</b>	G.F. Duerig	<b>Title:</b>	General Manager	
<b>Mailing Address:</b>	100 N. Canyons Pkwy			
<b>City:</b>	Livermore	<b>Zip Code:</b>	94551	<b>County:</b> Alameda
<b>Telephone Number:</b>	925-454-5000	<b>Fax Number:</b>	925-454-5724	
<b>E-mail Address:</b>	jduerig@zone7water.com			
<b>Name of the Designated Stormwater Management Program Contact (if different from above):</b>	Rhett Alzona	<b>Title:</b>	Senior Engineer	
<b>Department:</b>	Facilities Engineering			
<b>Mailing Address:</b>	100 N. Canyons Pkwy			
<b>City:</b>	Livermore	<b>Zip Code:</b>	94551	<b>County:</b> Alameda
<b>Telephone Number:</b>	925-454-5032	<b>Fax Number:</b>	925-454-5726	
<b>E-mail Address:</b>	ralzona@zone7water.com			

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

### Section 2 - Provision C.2 Reporting Municipal Operations

#### Program Highlights and Evaluation

Highlight/summarize activities for reporting year:

Summary: See Section C.2 - Municipal Operations - of the Alameda Countywide Clean Water Program's (ACCWP) FY 13-14 Annual Report for a summary of Program activities.

C.2a – C.2.e are not applicable to Zone 7 of the Alameda County Flood Control & Water Conservation District (Zone 7). Zone 7 is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities, which do not include streets, roads, sidewalks, etc. Zone 7 currently does not own any stormwater pump stations.

Zone 7 has a corporation yard at its Del Valle Water Treatment Plant (DVWTP). Therefore, Provision C.2.f is applicable to Zone 7. As part of its coverage under the Surface Water Treatment Facilities NPDES Permit, Zone 7 has a Stormwater Pollution Prevention Plan for DVWTP. This facility is annually inspected prior to the start of the rainy season to ensure that the existing best management practices are still adequate.

See the Municipal Operations section of the Alameda Countywide Clean Water Program FY 13/14 Annual Report for summary of Program highlights.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.2.a. ► Street and Road Repair and Maintenance**

Place a **Y** in the boxes next to activities where applicable BMPs were implemented. If not applicable, type **NA** in the box and provide an explanation in the comments section below. Place an **N** in the boxes next to activities where applicable BMPs were not implemented for one or more of these activities during the reporting fiscal year, then in the comments section below provide an explanation of when BMPs were not implemented and the corrective actions taken.

NA	Control of debris and waste materials during road and parking lot installation, repaving or repair maintenance activities from polluting stormwater
NA	Control of concrete slurry and wastewater, asphalt, pavement cutting, and other street and road maintenance materials and wastewater from discharging to storm drains from work sites.
NA	Sweeping and/or vacuuming and other dry methods to remove debris, concrete, or sediment residues from work sites upon completion of work.

Comments:

**C.2.b. ► Sidewalk/Plaza Maintenance and Pavement Washing**

Place a **Y** in the boxes next to activities where applicable BMPs were implemented. If not applicable, type **NA** in the box and provide an explanation in the comments section below. Place an **N** in the boxes next to activities where applicable BMPs were not implemented for one or more of these activities during the reporting fiscal year, then in the comments section below provide an explanation of when BMPs were not implemented and the corrective actions taken.

NA	Control of wash water from pavement washing, mobile cleaning, pressure wash operations at parking lots, garages, trash areas, gas station fueling areas, and sidewalk and plaza cleaning activities from polluting stormwater
NA	Implementation of the BASMAA Mobile Surface Cleaner Program BMPs

Comments:

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.2.c. ► Bridge and Structure Maintenance and Graffiti Removal**

Place a **Y** in the boxes next to activities where applicable BMPs were implemented. If not applicable, type **NA** in the box and provide an explanation in the comments section below. Place an **N** in the boxes next to activities where applicable BMPs were not implemented for one or more of these activities during the reporting fiscal year, then in the comments section below provide an explanation of when BMPs were not implemented and the corrective actions taken.

NA	Control of discharges from bridge and structural maintenance activities directly over water or into storm drains
NA	Control of discharges from graffiti removal activities
NA	Proper disposal for wastes generated from bridge and structure maintenance and graffiti removal activities
NA	Implementation of the BASMAA Mobile Surface Cleaner Program BMPs for graffiti removal
NA	Employee training on proper capture and disposal methods for wastes generated from bridge and structural maintenance and graffiti removal activities.
NA	Contract specifications requiring proper capture and disposal methods for wastes generated from bridge and structural maintenance and graffiti removal activities.
Comments:	

**C.2.d. ► Stormwater Pump Stations**

Does your municipality own stormwater pump stations:  Yes  No

If your answer is **No** then skip to **C.2.e.**

Complete the following table for dry weather DO monitoring and inspection data for pump stations<sup>1</sup> (add more rows for additional pump stations). If a pump station is exempt from DO monitoring, explain why it is exempt.

Pump Station Name and Location	First inspection Dry Weather DO Data		Second inspection Dry Weather DO Data	
	Date	mg/L	Date	mg/L
Not applicable to Zone 7				

<sup>1</sup> DO monitoring is exempted where all discharge from a pump station remains in a stormwater collection system or infiltrates into a dry creek immediately downstream.

**Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District**

Summarize corrective actions as needed for DO monitoring at or below 3 mg/L. Attach inspection records of additional DO monitoring for corrective actions:

Summary:

Attachments:

Complete the following table for wet weather inspection data for pump stations (add more rows for additional pump stations):

<b>Pump Station Name and Location</b>	<b>Date</b> (2x/year required)	<b>Presence of Trash</b> (Cubic Yards)	<b>Presence of Odor</b> (Yes or No)	<b>Presence of Color</b> (Yes or No)	<b>Presence of Turbidity</b> (Yes or No)	<b>Presence of Floating Hydrocarbons</b> (Yes or No)
Not applicable to Zone 7						

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C.2.e. ► Rural Public Works Construction and Maintenance			
Does your municipality own/maintain rural <sup>2</sup> roads:		<input type="checkbox"/>	Yes
		<input checked="" type="checkbox"/>	No
If your answer is <b>No</b> then skip to <b>C.2.f.</b>			
Place a <b>Y</b> in the boxes next to activities where applicable BMPs were implemented. If not applicable, type <b>NA</b> in the box and provide an explanation in the comments section below. Place an <b>N</b> in the boxes next to activities where applicable BMPs were not implemented for one or more of these activities during the reporting fiscal year, then in the comments section below provide an explanation of when BMPs were not implemented and the corrective actions taken.			
NA	Control of road-related erosion and sediment transport from road design, construction, maintenance, and repairs in rural areas		
NA	Identification and prioritization of rural road maintenance based on soil erosion potential, slope steepness, and stream habitat resources		
NA	No impact to creek functions including migratory fish passage during construction of roads and culverts		
NA	Inspection of rural roads for structural integrity and prevention of impact on water quality		
NA	Maintenance of rural roads adjacent to streams and riparian habitat to reduce erosion, replace damaging shotgun culverts and excessive erosion		
NA	Re-grading of unpaved rural roads to slope outward where consistent with road engineering safety standards, and installation of water bars as appropriate		
NA	Inclusion of measures to reduce erosion, provide fish passage, and maintain natural stream geomorphology when replacing culverts or design of new culverts or bridge crossings		
Comments including listing increased maintenance in priority areas:			

<sup>2</sup> Rural means any watershed or portion thereof that is developed with large lot home-sites, such as one acre or larger, or with primarily agricultural, grazing or open space uses.

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**C.2.f. ► Corporation Yard BMP Implementation**

Place an **X** in the boxes below that apply to your corporations yard(s):

<input type="checkbox"/>	We do not have a corporation yard
<input type="checkbox"/>	Our corporation yard is a filed NOI facility and regulated by the California State Industrial Stormwater NPDES General Permit
<input checked="" type="checkbox"/>	We have a <b>Stormwater Pollution Prevention Plan (SWPPP)</b> for the Corporation Yard(s)

Place an **X** in the boxes below next to implemented SWPPP BMPs to indicate that these BMPs were implemented in applicable instances. If not applicable, type **NA** in the box. If one or more of the BMPs were not adequately implemented during the reporting fiscal year then indicate so and explain in the comments section below:

<input checked="" type="checkbox"/>	Control of pollutant discharges to storm drains such as wash waters from cleaning vehicles and equipment
<input checked="" type="checkbox"/>	Routine inspection prior to the rainy seasons of corporation yard(s) to ensure non-stormwater discharges have not entered the storm drain system
<input checked="" type="checkbox"/>	Containment of all vehicle and equipment wash areas through plumbing to sanitary or another collection method
<input checked="" type="checkbox"/>	Use of dry cleanup methods when cleaning debris and spills from corporation yard(s) or collection of all wash water and disposing of wash water to sanitary or other location where it does not impact surface or groundwater when wet cleanup methods are used
<input checked="" type="checkbox"/>	Cover and/or berm outdoor storage areas containing waste pollutants

Comments:

If you have a corporation yard(s) that is not an NOI facility, complete the following table for inspection results for your corporation yard(s) or attach a summary including the following information:

<b>Corporation Yard Name</b>	<b>Inspection Date</b> (1x/year required)	<b>Inspection Findings/Results</b>	<b>Follow-up Actions</b>
Del Valle Water Treatment Plant	10/10/2013 (annually planned inspection)	Remove debris from storm drain inlets. Remove debris upstream of gravel bag check dams.	As part of routine maintenance activities, drain inlets, gravel bag check dams, and wattles are inspected at least bi-monthly and cleaned, if necessary, before and during the rainy season and just prior to storms.

**Section 3 - Provision C.3 Reporting New Development and Redevelopment**

**C.3.b.v.(2)(a) ► Green Streets Status Report**

(All projects to be completed by December 1, 2014)

On an annual basis (if applicable), report on the status of any pilot green street projects within your jurisdiction. For each completed project, report the capital costs, operation and maintenance costs, legal and procedural arrangements in place to address operation and maintenance and its associated costs, and the sustainable landscape measures incorporated in the project including, if relevant, the score from the Bay-Friendly Landscape Scorecard.

Summary:

Zone 7 of the Alameda County Flood Control & Water Conservation District (Zone 7) is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Zone 7 does not have land use and legal authority to implement Provision C.3 beyond its own facilities nor does Zone 7 permit projects. Therefore, C.3.b is not applicable to Zone 7.

**C.3.b.v.(1) ► Regulated Projects Reporting**

Fill in attached table **C.3.b.v.(1)** or attach your own table including the same information.

**C.3.e.v. ► Alternative or In-Lieu Compliance with Provision C.3.c.**

(For FY 11-12 Annual Report and each Annual Report thereafter)

Is your agency choosing to require 100% LID treatment onsite for all Regulated Projects and not allow alternative compliance under Provision C.3.e.?

	<b>Yes</b>	<b>No</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Comments (optional):

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**C.3.e.vi ► Special Projects Reporting**

1. Has your agency received, but not yet granted final discretionary approval of, a development permit application for a project that has been identified as a potential Special Project based on criteria listed in MRP Provision C.3.e.ii(2) for any of the three categories of Special Projects (Categories A, B or C)?		<b>Yes</b>	NA	<b>No</b>
2. Has your agency granted final discretionary approval of a project identified as a Special Project in the March 15, 2014 report? If yes, include the project in both the C.3.b.v.(1) Table, and the C.3.e.vi. Table.		<b>Yes</b>	NA	<b>No</b>
<p>If you answered "Yes" to either question,</p> <p>1) Complete Table C.3.e.vi . below.</p> <p>2) Attach narrative discussion of 100% LID Feasibility or Infeasibility for each project.</p> <p>Not applicable to Zone 7</p>				

**C.3.h.iv. ► Installed Stormwater Treatment Systems Operation and Maintenance Verification Inspection Program Reporting**

<p>Fill in attached table <b>C.3.h.iv.(1)</b> or attach your own table including the same information. Zone 7 does not own any stormwater treatment systems installed in prior fiscal years and did not install any during the current Fiscal Year Reporting Period.</p>
<p><b>(2)</b> On an annual basis, provide a discussion of the inspection findings for the year and any common problems encountered with various types of treatment systems and/or HM controls. This discussion should include a general comparison to the inspection findings from the previous year.</p>
<p>Summary:</p> <p>Zone 7 does not have authority beyond its own facilities. Zone 7 does not own any stormwater treatment systems installed in prior fiscal years and no stormwater treatment systems were installed at any of Zone 7's facilities during the current Fiscal Year Reporting Period.</p>
<p><b>(3)</b> On an annual basis, provide a discussion of the effectiveness of the O&amp;M Program and any proposed changes to improve the O&amp;M Program (e.g., changes in prioritization plan or frequency of O&amp;M inspections, other changes to improve effectiveness program).</p>
<p>Summary:</p> <p>Not applicable to Zone 7 (see above note)</p>
<p><b>(4)</b> During the reporting year, did your agency:</p>

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<ul style="list-style-type: none"> <li>Inspect all newly installed stormwater treatment systems and HM controls within 45 days of installation?</li> </ul>		Yes		No	X	Not applicable. No new facilities were installed.
<ul style="list-style-type: none"> <li>Inspect at least 20 percent of the total number of installed stormwater treatment systems or HM controls?<sup>3</sup></li> </ul>		Yes		No	X	Not applicable. No treatment measures
<ul style="list-style-type: none"> <li>Inspect at least 20 percent of the total number of installed vault-based systems?</li> </ul>		Yes		No	X	Not applicable. No vault systems.
If you answered "No" to any of the questions above, please explain:						

**C.3.i. ► Required Site Design Measures for Small Projects and Detached Single Family Home Projects**

On an annual basis, discuss the implementation of the requirements of Provision C.3.i, including ordinance revisions, permit conditions, development of standard specifications and/or guidance materials, and staff training.

Summary:  
 Zone 7 of the Alameda County Flood Control & Water Conservation District (Zone 7) is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Zone 7 does not have land use and legal authority to implement Provision C.3 beyond its own facilities nor does Zone 7 permit projects. Therefore, C.3.i is not applicable to Zone 7.

<sup>3</sup> If there is only 1 treatment measure in the jurisdiction, the agency must inspect it every year.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.3.b.v.(1) ► Regulated Projects Reporting Table (part 1) – Projects Approved During the Fiscal Year Reporting Period**

Project Name Project No.	Project Location <sup>10</sup> , Street Address	Name of Developer	Project Phase No. <sup>11</sup>	Project Type & Description <sup>12</sup>	Project Watershed <sup>13</sup>	Total Site Area (Acres)	Total Area of Land Disturbed (Acres)	Total New Impervious Surface Area (ft <sup>2</sup> ) <sup>14</sup>	Total Replaced Impervious Surface Area (ft <sup>2</sup> ) <sup>15</sup>	Total Pre- Project Impervious Surface Area <sup>16</sup> (ft <sup>2</sup> )	Total Post- Project Impervious Surface Area <sup>17</sup> (ft <sup>2</sup> )
<b>Private Projects</b>											
Not applicable to Zone 7											
<b>Public Projects</b>											
Chain of Lakes Well 5	2605 El Charro Road Pleasanton, CA 94588	Zone 7 Water Agency	NA	New development, construction of a municipal drinking water well house, driveway, and parking area	Alameda Creek Watershed	0.80	0.80	13,470	0	NA	NA
Comments:											

<sup>10</sup> Include cross streets

<sup>11</sup> If a project is being constructed in phases, indicate the phase number and use a separate row entry for each phase. If not, enter "NA".

<sup>12</sup> Project Type is the type of development (i.e., new and/or redevelopment). Example descriptions of development are: 5-story office building, residential with 160 single-family homes with five 4-story buildings to contain 200 condominiums, 100 unit 2-story shopping mall, mixed use retail and residential development (apartments), industrial warehouse.

<sup>13</sup> State the watershed(s) in which the Regulated Project is located. Downstream watershed(s) may be included, but this is optional.

<sup>14</sup> All impervious surfaces added to any area of the site that was previously existing pervious surface.

<sup>15</sup> All impervious surfaces added to any area of the site that was previously existing impervious surface.

<sup>16</sup> For redevelopment projects, state the pre-project impervious surface area.

<sup>17</sup> For redevelopment projects, state the post-project impervious surface area.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.3.b.v.(1) ► Regulated Projects Reporting Table (part 2) – Projects Approved During the Fiscal Year Reporting Period (private projects)**

Project Name Project No.	Application Deemed Complete Date <sup>18</sup>	Application Final Approval Date <sup>19</sup>	Source Control Measures <sup>20</sup>	Site Design Measures <sup>21</sup>	Treatment Systems Approved <sup>22</sup>	Type of Operation & Maintenance Responsibility Mechanism <sup>23</sup>	Hydraulic Sizing Criteria <sup>24</sup>	Alternative Compliance Measures <sup>25/26</sup>	Alternative Certification <sup>27</sup>	HM Controls <sup>28/29</sup>
<b>Private Projects</b>										
Not applicable to Zone 7										
Comments:										

<sup>18</sup> For private projects, state project application deemed complete date. If the project did not go through discretionary review, report the building permit issuance date.

<sup>19</sup> For private projects, state project application final discretionary approval date. If the project did not go through discretionary review, report the building permit issuance date.

<sup>20</sup> List source control measures approved for the project. Examples include: properly designed trash storage areas; storm drain stenciling or signage; efficient landscape irrigation systems; etc.

<sup>21</sup> List site design measures approved for the project. Examples include: minimize impervious surfaces; conserve natural areas, including existing trees or other vegetation, and soils; construct sidewalks, walkways, and/or patios with permeable surfaces, etc.

<sup>22</sup> List all approved stormwater treatment system(s) to be installed onsite or at a joint stormwater treatment facility (e.g., flow through planter, bioretention facility, infiltration basin, etc.).

<sup>23</sup> List the legal mechanism(s) (e.g., O&M agreement with private landowner; O&M agreement with homeowners' association; O&M by public entity, etc...) that have been or will be used to assign responsibility for the maintenance of the post-construction stormwater treatment systems.

<sup>24</sup> See Provision C.3.d.i. "Numeric Sizing Criteria for Stormwater Treatment Systems" for list of hydraulic sizing design criteria. Enter the corresponding provision number of the appropriate criterion (i.e., 1.a., 1.b., 2.a., 2.b., 2.c., or 3).

<sup>25</sup> For Alternative Compliance at an offsite location in accordance with Provision C.3.e.i.(1), on a separate page, give a discussion of the alternative compliance site including the information specified in Provision C.3.b.v.(1)(m)(i) for the offsite project.

<sup>26</sup> For Alternative Compliance by paying in-lieu fees in accordance with Provision C.3.e.i.(2), on a separate page, provide the information specified in Provision C.3.b.v.(1)(m)(ii) for the Regional Project.

<sup>27</sup> Note whether a third party was used to certify the project design complies with Provision C.3.d.

<sup>28</sup> If HM control is not required, state why not.

<sup>29</sup> If HM control is required, state control method used (e.g., method to design and size device(s) or method(s) used to meet the HM Standard, and description of device(s) or method(s) used, such as detention basin(s), bioretention unit(s), regional detention basin, or in-stream control).

**C.3.b.v.(1) ► Regulated Projects Reporting Table (part 2) – Projects Approved During the Fiscal Year Reporting Period (public projects)**

Project Name Project No.	Approval Date <sup>30</sup>	Date Construction Scheduled to Begin	Source Control Measures <sup>31</sup>	Site Design Measures <sup>32</sup>	Treatment Systems Approved <sup>33</sup>	Operation & Maintenance Responsibility Mechanism <sup>34</sup>	Hydraulic Sizing Criteria <sup>35</sup>	Alternative Compliance Measures <sup>36/37</sup>	Alternative Certification <sup>38</sup>	HM Controls <sup>39/40</sup>
<b>Public Projects</b>										
Chain of Lakes Well 5	3/19/2014	4/8/2014	Eliminated sources including: no trash is stored at the facility, no chemicals are stored at the facility, no fire sprinklers, no outdoor materials storage, no landscaping and no irrigation systems.	Direct runoff from driveway to vegetated area; Minimize land disturbance and impervious surface.	Runoff from the site is discharged to a pre-existing water resources management basin.	Drainage from the site is routed to a pre-existing water resources management basin owned by Zone 7. Operation and maintenance of the basin falls within Zone 7's regular operations and planning as described in Zone 7's <i>Stream Management Master Plan</i> and <i>Preliminary Lake Use Evaluation for the Chain of Lakes</i> . Both documents are available on Zone 7's website at <a href="http://www.zone7water.com">www.zone7water.com</a> .	Existing water resources management basin with over 26,000 acre-feet of storage, the size of the existing facility is sufficient to receive drainage flows from the project.	NA	None	HM control is not required because the project creates and/or replaces less than 1 acre of impervious area. However, hydromodification as a result of the created impervious area is controlled as the site drainage is discharged to a water resources management basin and does not flow to downstream channels in the

<sup>30</sup> For public projects, enter the plans and specifications approval date.

<sup>31</sup> List source control measures approved for the project. Examples include: properly designed trash storage areas; storm drain stenciling or signage; efficient landscape irrigation systems; etc.

<sup>32</sup> List site design measures approved for the project. Examples include: minimize impervious surfaces; conserve natural areas, including existing trees or other vegetation, and soils; construct sidewalks, walkways, and/or patios with permeable surfaces, etc.

<sup>33</sup> List all approved stormwater treatment system(s) to be installed onsite or at a joint stormwater treatment facility (e.g., flow through planter, bioretention facility, infiltration basin, etc.).

<sup>34</sup> List the legal mechanism(s) (e.g., maintenance plan for O&M by public entity, etc...) that have been or will be used to assign responsibility for the maintenance of the post-construction stormwater treatment systems.

<sup>35</sup> See Provision C.3.d.i. "Numeric Sizing Criteria for Stormwater Treatment Systems" for list of hydraulic sizing design criteria. Enter the corresponding provision number of the appropriate criterion (i.e., 1.a., 1.b., 2.a., 2.b., 2.c., or 3).

<sup>36</sup> For Alternative Compliance at an offsite location in accordance with Provision C.3.e.i.(1), on a separate page, give a discussion of the alternative compliance site including the information specified in Provision C.3.b.v.(1)(m)(i) for the offsite project.

<sup>37</sup> For Alternative Compliance by paying in-lieu fees in accordance with Provision C.3.e.i.(2), on a separate page, provide the information specified in Provision C.3.b.v.(1)(m)(ii) for the Regional Project.

<sup>38</sup> Note whether a third party was used to certify the project design complies with Provision C.3.d.

<sup>39</sup> If HM control is not required, state why not.

<sup>40</sup> If HM control is required, state control method used (e.g., method to design and size device(s) or method(s) used to meet the HM Standard, and description of device(s) or method(s) used, such as detention basin(s), bioretention unit(s), regional detention basin, or in-stream control).

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.3.b.v.(1) ► Regulated Projects Reporting Table (part 2) – Projects Approved During the Fiscal Year Reporting Period (public projects)**

Project Name Project No.	Approval Date <sup>30</sup>	Date Construction Scheduled to Begin	Source Control Measures <sup>31</sup>	Site Design Measures <sup>32</sup>	Treatment Systems Approved <sup>33</sup>	Operation & Maintenance Responsibility Mechanism <sup>34</sup>	Hydraulic Sizing Criteria <sup>35</sup>	Alternative Compliance Measures <sup>36/37</sup>	Alternative Certification <sup>38</sup>	HM Controls <sup>39/40</sup>
										watershed.

Comments:

Chain of Lakes Well 5 is located within the Chain of Lakes complex, a series of former quarry lakes which Zone 7 utilizes for water resources management. By directing driveway runoff to vegetated areas and discharging the well site drainage to the adjacent water resources management basin, 100% of the site drainage is captured and retained on-site.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.3.h.iv. ► Table of Installed Stormwater Treatment Systems Operation and Maintenance Verification Inspection Program Reporting**

Fill in table below or attach your own table including the same information.

Name of Facility/Site Inspected	Address of Facility/Site Inspected	Newly Installed? (YES/NO) <sup>41</sup>	Party Responsible <sup>42</sup> For Maintenance	Date of Inspection	Type of Inspection <sup>43</sup>	Type of Treatment/HM Control(s) Inspected <sup>44</sup>	Inspection Findings or Results <sup>45</sup>	Enforcement Action Taken <sup>46</sup>	Comments/Follow-up
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Zone 7 does not own any stormwater treatment systems installed in prior fiscal years and no stormwater treatment systems were installed at any of Zone 7's facilities during the 2013 – 2014 Fiscal Year Reporting Period.

<sup>41</sup> Indicate "YES" if the facility was installed within the reporting period, or "NO" if installed during a previous fiscal year.

<sup>42</sup> State the responsible operator for installed stormwater treatment systems and HM controls.

<sup>43</sup> State the type of inspection (e.g., 45-day, routine or scheduled, follow-up, etc.).

<sup>44</sup> State the type(s) of treatment systems inspected (e.g., bioretention facility, flow-through planter, infiltration basin, etc...) and the type(s) of HM controls inspected, and indicate whether the treatment system is an onsite, joint, or offsite system.

<sup>45</sup> State the inspection findings or results (e.g., proper installation, improper installation, proper O&M, immediate maintenance needed, etc.).

<sup>46</sup> State the enforcement action(s) taken, if any.

C.3.e.vi.Special Projects Reporting Table												
Reporting Period – January 1 – June 30, 2013												
Project Name & No.	Permittee	Address	Application Submittal Date <sup>47</sup>	Status <sup>48</sup>	Description <sup>49</sup>	Site Total Acreage	Density DU/Acre	Density FAR	Special Project Category <sup>50</sup>	LID Treatment Reduction Credit Available <sup>51</sup>	List of LID Stormwater Treatment Systems <sup>52</sup>	List of Non-LID Stormwater Treatment Systems <sup>53</sup>
There were no Special Projects implemented by Zone 7 during the Fiscal Year Reporting Period.												

<sup>47</sup> Date that a planning application for the Special Project was submitted.

<sup>48</sup> Indicate whether final discretionary approval is still pending or has been granted, and provide the date or version of the project plans upon which reporting is based.

<sup>49</sup> Type of project (commercial, mixed-use, residential), number of floors, number of units, type of parking, and other relevant information.

<sup>50</sup> For each applicable Special Project Category, list the specific criteria applied to determine applicability. For each non-applicable Special Project Category, indicate n/a.

<sup>51</sup> For each applicable Special Project Category, state the maximum total LID Treatment Reduction Credit available. For Category C Special Projects also list the individual Location, Density, and Minimized Surface Parking Credits available.

<sup>52</sup> List all LID stormwater treatment systems proposed. For each type, indicate the percentage of the total amount of runoff identified in Provision C.3.d. for the Special Project's drainage area.

<sup>53</sup> List all non-LID stormwater treatment systems proposed. For each type of non-LID treatment system, indicate: (1) the percentage of the total amount of runoff identified in Provision C.3.d. for the Special Project's drainage area, and (2) whether the treatment system either meets minimum design criteria published by a government agency or received certification issued by a government agency, and reference the applicable criteria or certification.

**Section 4 – Provision C.4 Industrial and Commercial Site Controls**

**Program Highlights**

Provide background information, highlights, trends, etc.

See Section C.4 – Industrial and Commercial Site Control – of the ACCWP FY 13-14 Annual Report for a summary of Program activities.

Provision C.4 is not applicable to Zone 7 of the Alameda County Flood Control & Water Conservation District (Zone 7). Zone 7 is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Therefore, Zone 7 does not perform inspections of industrial and commercial sites as this is the responsibility of the local municipality, which has the land use and legal authority over these facilities.

**C.4.b.i. ► Business Inspection Plan**

Do you have a Business Inspection Plan?  Yes  No

If No, explain:

Not applicable to Zone 7 (see Program Highlights above for explanation)

**C.4.b.iii.(1) ► Potential Facilities List**

List below or attach your list of industrial and commercial facilities in your Inspection Plan to inspect that could reasonably be considered to cause or contribute to pollution of stormwater runoff.

Not applicable to Zone 7 (see Program Highlights above for explanation)

**C.4.b.iii.(2) ► Facilities Scheduled for Inspection**

List below or attach your list of facilities scheduled for inspection during the current fiscal year.

Not applicable to Zone 7 (see Program Highlights above for explanation)

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

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**C.4.c.iii.(1) ► Facility Inspections**

Fill out the following table or attach a summary of the following information. Indicate your violation reporting methodology below.

<input type="checkbox"/>	<input type="checkbox"/>	Permittee reports multiple discrete violations on a site as one violation.
--------------------------	--------------------------	--

<input type="checkbox"/>	<input type="checkbox"/>	Permittee reports the total number of discrete violations on each site.
--------------------------	--------------------------	---

	Number	Percent
Number of businesses inspected		
Total number of inspections conducted		
Number of violations (excluding verbal warnings)		
Sites inspected in violation		
Violations resolved within 10 working days or otherwise deemed resolved in a longer but still timely manner		

Comments:

Not applicable to Zone 7 (see Program Highlights above for explanation)

**C.4.c.iii.(2) ► Frequency and Types/Categories of Violations Observed**

Fill out the following table or attach a summary of the following information.

Type/Category of Violations Observed	Number of Violations
Actual discharge (e.g. active non-stormwater discharge or clear evidence of a recent discharge)	
Potential discharge and other	

Comments:

Not applicable to Zone 7 (see Program Highlights above for explanation)

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.4.c.iii.(2) ► Frequency and Type of Enforcement Conducted**

Fill out the following table or attach a summary of the following information.

	<b>Enforcement Action</b> (as listed in ERP) <sup>48</sup>	<b>Number of Enforcement Actions Taken</b>	<b>% of Enforcement Actions Taken<sup>49</sup></b>
Level 1	Not applicable to Zone 7 (see Program Highlights above for explanation)		
Level 2			
Level 3			
Level 4			
<b>Total</b>			

**C.4.c.iii.(3) ► Types of Violations Noted by Business Category**

Fill out the following table or attach a summary of the following information.

<b>Business Category<sup>50</sup></b>	<b>Number of Actual Discharge Violations</b>	<b>Number of Potential/Other Discharge Violations</b>
Not applicable to Zone 7 (see Program Highlights above for explanation)		

**C.4.c.iii.(4) ► Non-Filers**

List below or attach a list of the facilities required to have coverage under the Industrial General Permit but have not filed for coverage:

Not applicable to Zone 7 (see Program Highlights above for explanation)

<sup>48</sup> Agencies to list specific enforcement actions as defined in their ERPs.

<sup>49</sup> Percentage calculated as number of each type of enforcement action divided by the total number of enforcement actions.

<sup>50</sup> List your Program's standard business categories.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.4.d.iii ► Staff Training Summary**

Not applicable to Zone 7 (see Program Highlights above for explanation). However, Zone 7 staff did attend training to gain knowledge on the subject.

Training Name	Training Dates	Topics Covered	No. of Inspectors in Attendance	Percent of Inspectors in Attendance
ACCWP Stormwater Business Inspectors Workshop: Enforcement Tools	November 14, 2013	<ul style="list-style-type: none"> <li>• Using the Enforcement Response Plan</li> <li>• Enforcement Case Scenarios</li> <li>• BMPs for Businesses</li> <li>• Controlling Pre-production Plastics</li> </ul>	1	50%

**Section 5 – Provision C.5 Illicit Discharge Detection and Elimination**

**Program Highlights**

Provide background information, highlights, trends, etc.

See Section C.5 – Illicit Discharge Detection and Elimination – of the ACCWP FY 13-14 Annual Report for a summary of Program activities.

Zone 7 of the Alameda County Flood Control & Water Conservation District (Zone 7) is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Zone 7 does not have legal authority to prohibit and control illicit discharges on facilities not owned by Zone 7. This is the responsibility of the local municipality. In the event Zone 7 staff discovers an illicit discharge, it is reported to the local municipality with jurisdiction over the facility.

**C.5.c.iii ► Complaint and Spill Response Phone Number and Spill Contact List**

List below or attach your complaint and spill response phone number and spill contact list.

Contact	Description	Phone Number
Zone 7's Main Office	During business hours (M-F from 8 am – 5 pm)	925-454-5000
Del Valle Water Treatment Plant	Non-business hours	925-447-6704, ext. 1

**C.5.d.iii ► Evaluation of Mobile Business Program**

Describe implementation of minimum standards and BMPs for mobile businesses and your enforcement strategy. This may include participation in the BASMAA Mobile Surface Cleaners regional program or local activities.

Description:

See Section C.5 – Illicit Discharge Detection and Elimination – of the ACCWP FY 13-14 Annual Report for a summary of related Program and BASMAA activities.

Not applicable to Zone 7 (see Program Highlights above for explanation)

**C.5.e.iii ► Evaluation of Collection System Screening Program**

Provide a summary or attach a summary of your collection screening program, a summary of problems found during collection system screening and any changes to the screening program this FY.

Description:

Zone 7 is part of the Alameda County Flood Control and Water Conservation District (ACFC&WCD). The majority of the flood control facilities are concentrated in the Pleasanton, Livermore, and Dublin areas. These facilities consist of channels entirely owned by Zone 7, partially owned by Zone 7, and those that Zone 7 possesses a drainage easement on. Zone 7 owns approximately 3 miles of V-ditches and 37 miles of flood control channels. In those 37 miles, there are approximately 546 outfalls. All storm drain inlets and V-ditches are located within flood control channel right-of-ways. Zone 7's facilities are inspected at least monthly throughout the year during the course of routine flood control activities. Storm drain outfall structures belonging to other agencies are visually inspected for illicit discharges. Typically, Zone 7 finds issues are common among other flood control agencies such as: trash/debris in our facilities, vegetation (i.e., fallen trees, trunks or limbs) lodged in the channel causing flow restrictions, erosion/channel instability and siltation/sediment deposition.

**C.5.f.iii.(1), (2), (3) ► Spill and Discharge Complaint Tracking**

Spill and Discharge Complaint Tracking (fill out the following table or include an attachment of the following information)

	Number	Percentage
Discharges reported (C.5.f.iii.(1))	41	
Discharges reaching storm drains and/or receiving waters (C.5.f.iii.(2))	41	100%
Discharges resolved in a timely manner (C.5.f.iii.(3))	41	100%

Comments:

Zone 7 receives phone calls of various types, which are tracked using an Excel spreadsheet. Depending upon the nature of and location of the request/complaint, Zone 7 staff will either notify the appropriate agency or coordinate, as appropriate, inter-agency responses to requests/complaints. In situations where there are hazardous material spills, Zone 7 provides a supporting role, as needed, to first responders (i.e. fire department). Two of the forty-one discharges reported were unsubstantiated in the field.

**C.5.f.iii.(4) ► Summary of major types of discharges and complaints**

Provide a narrative or attach a table and/or graph.

The 41 discharges reported in this Fiscal Year Reporting Period that reached the storm drains and/or receiving waters included the following: erosion (1); graffiti (8); vegetation (4); spill (2); and trash/debris (26). The trash included furniture, shopping carts, construction debris, tires, and other litter in channels located in the cities of Dublin, Pleasanton and Livermore. Graffiti, vegetation, and trash that were within Zone 7 owned stream reaches were picked up and properly disposed of. Graffiti, vegetation, and trash/debris in non-Zone 7 owned stream reaches was

referred to the respective property owner for proper disposal. One reported spill and one reported trash discharge were unsubstantiated in the field.

For spills that occurred within Zone 7 owned stream reaches, Zone 7 worked with the local Fire Department to identify the responsible party and requested that they clean up the spill. In the event that the responsible party was not available, Zone 7 contacted our on-call contractor to clean up the spill. Spills that occurred on non-Zone 7 owned stream reaches or in storm drain systems were referred to the respective municipalities (City of Pleasanton, City of Livermore or City of Dublin) for handling. Zone 7 provided support to the Cities as needed in such incidents.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**Section 6 – Provision C.6 Construction Site Controls**

<b>C.6.e.iii.1.a, b, c ▶ Site/Inspection Totals</b>		
<b>Number of High Priority Sites (sites disturbing &lt; 1 acre of soil requiring storm water runoff quality inspection) (C.6.e.iii.1.a)</b>	<b>Number of sites disturbing ≥ 1 acre of soil (C.6.e.iii.1.b)</b>	<b>Total number of storm water runoff quality inspections conducted (include only High Priority Site and sites disturbing 1 acre or more) (C.6.e.iii.1.c)</b>
0	1	51
<p>Comments:                      Zone 7 of the Alameda County Flood Control and Water Conservation District (Zone 7) is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Therefore, Zone 7 does not have legal authority to conduct construction site inspection or take enforcement action on facilities not owned by Zone 7. This is the responsibility of the local municipality. The data reported in this table reflect Zone 7's construction sites.</p>		

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

<b>C.6.e.iii.1.d ▶ Construction Activities Storm Water Violations</b>		
<b>BMP Category</b>	<b>Number of Violations<sup>51</sup> excluding Verbal Warnings</b>	<b>% of Total Violations<sup>52</sup></b>
Erosion Control	0	0
Run-on and Run-off Control	0	0
Sediment Control	0	0
Active Treatment Systems	0	0
Good Site Management	0	0
Non Stormwater Management	0	0
<b>Total<sup>53</sup></b>		<b>100%</b>

<sup>51</sup> Count one violation in a category for each site and inspection regardless of how many violations/problems occurred in the BMP category. For example, if during one inspection at a site, there are 2 erosion control violations, only 1 violation would be counted for this table.

<sup>52</sup> Percentage calculated as number of violations in each category divided by total number of violations in all six categories.

<sup>53</sup> The total number of violations may count more than one violation per inspection, since some inspections may result in violations in more than one category. For example, during one inspection of a site, there may have been both an erosion control violation and a sediment control violation. For this reason, the total number of violations in this table may not match the total number of enforcement actions reported in Table C6.e.iii.1.e.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.6.e.iii.1.e ► Construction Related Storm Water Enforcement Actions**

Zone 7 of the Alameda County Flood Control and Water Conservation District (Zone 7) is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Therefore, Zone 7 does not have legal authority to conduct construction site inspection or take enforcement action on facilities not owned by Zone 7. This is the responsibility of the local municipality. In the event that Zone 7 staff discovers a potential pollutant discharge from a construction site, it is reported to the local municipality with jurisdiction over the construction site.

	<b>Enforcement Action</b> (as listed in ERP) <sup>54</sup>	<b>Number Enforcement Actions Issued</b>	<b>% Enforcement Actions Issued<sup>55</sup></b>
Level 1 <sup>56</sup>	Not applicable to Zone 7 – See note above		
Level 2			
Level 3			
Level 4			
<b>Total</b>			<b>100%</b>

**C.6.e.iii.1.f, g ► Illicit Discharges**

	<b>Number</b>
Number of illicit discharges, actual and those inferred through evidence at high priority sites and sites that disturb 1 acre or more of land (C.6.e.iii.1.f)	0
Number of sites with discharges, actual and those inferred through evidence at high priority sites and sites that disturb 1 acre or more of land (C.6.e.iii.1.g)	0

<sup>54</sup> Agencies should list the specific enforcement actions as defined in their ERPs.

<sup>55</sup> Percentage calculated as number of each type of enforcement action divided by the total number of enforcement actions.

<sup>56</sup> For example, Enforcement Level 1 may be Verbal Warning.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

<b>C.6.e.iii.1.h, i ► Violation Correction Times</b>		
	<b>Number</b>	<b>Percent</b>
<b>Violations (excluding verbal warnings) fully corrected within 10 business days after violations are discovered or otherwise considered corrected in a timely period (C.6.e.iii.1.h)</b>		% <sup>57</sup>
<b>Violations (excluding verbal warnings) not fully corrected within 30 days after violations are discovered (C.6.e.iii.1.i)</b>		% <sup>58</sup>
<b>Total number of violations (excluding verbal warnings) for the reporting year<sup>59</sup></b>		100%
<p><b>Comments:</b></p> <p>Zone 7 of the Alameda County Flood Control and Water Conservation District (Zone 7) is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Therefore, Zone 7 does not have legal authority to conduct construction site inspection or take enforcement action on facilities not owned by Zone 7. This is the responsibility of the local municipality. In the event that Zone 7 staff discovers a potential pollutant discharge from a construction site, it is reported to the local municipality with jurisdiction over the construction site. There were no written violations at Zone 7's construction project that was greater &gt;1 acre.</p>		

<b>C.6.e.iii.(2) ► Evaluation of Inspection Data</b>
Describe your evaluation of the tracking data and data summaries and provide information on the evaluation results (e.g., data trends, typical BMP performance issues, comparisons to previous years, etc.).
<p>Description:</p> <p>Not applicable to Zone 7 – See above note under C.6.e.iii.1.e</p>

<b>C.6.e.iii.(2) ► Evaluation of Inspection Program Effectiveness</b>
Describe what appear to be your program's strengths and weaknesses, and identify needed improvements, including education and outreach.
<p>Description:</p> <p>Not applicable to Zone 7 – See above note under C.6.e.iii.1.e</p>

<sup>57</sup> Calculated as number of violations fully corrected in a timely period after the violations are discovered divided by the total number of violations for the reporting year.

<sup>58</sup> Calculated as number of violations not fully corrected within 30 days after the violations are discovered divided by the total number of violations for the reporting year.

<sup>59</sup> The total number of violations reported in the table of Violation Correction Times equals the number of initial enforcement actions. I.e., This assumes one violation is issued for several problems during an inspection at a site. The total number of violations in the table of Violation Correction Times may not equal the total number of enforcement actions because one violation issued at a site may have a second enforcement action for the same violation at the next inspection if it is not corrected.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

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**C.6.f ▶ Staff Training Summary**

Training Name	Training Dates	Topics Covered	No. of Inspectors in Attendance	Percent of Inspectors in Attendance
Training is required to be conducted every other year. ACCWP C.6 Training Workshop conducted in June 2013. Additional ACCWP C.6 Training planned for FY 14-15.				

**Section 7 – Provision C.7. Public Information and Outreach**

**C.7.b.ii.1 ► Advertising Campaign**

Summarize advertising efforts. Include details such as messages, creative developed, and outreach media used. The detailed advertising report may be included as an attachment. If advertising is being done by participation in a countywide or regional program, refer to the separate countywide or regional Annual Report.

Summary: See Section C.7 – Public Information and Outreach – of the ACCWP FY 13-14 Annual Report and the BASMAA FY 2013-2014 Regional Supplement for Training and Outreach for a summary of related Program and BASMAA activities.

**C.7.b.iii.1 ► Pre-Campaign Survey**

*(For the Annual Report following the pre-campaign survey)* Summarize survey information such as sample size, type of survey (telephone survey, interviews etc.). Attach a survey report that includes the following information. If survey was done regionally, refer to a regional submittal that contains the following information:

Information on the pre-campaign surveys was included in previous annual reports.  
Place an **X** in the appropriate box below: N/A

<input type="checkbox"/>	Survey report attached
<input checked="" type="checkbox"/>	Reference to regional submittal: Alameda Countywide Clean Water Program FY 13-14 Annual Report

**C.7.b.iii.2 ► Post-Campaign Survey**

*(For the Annual Report following the post-campaign survey)* Discuss the campaigns and the measureable changes in awareness and behavior achieved. Provide an update of outreach strategies based on the survey results. If survey was done regionally, refer to a regional submittal that contains the following information:

Information on the post-campaign survey for the BASMAA Regional Youth Litter Campaign was provided in the BASMAA FY 13-14 Annual Report.  
Place an **X** in the appropriate box below:

<input type="checkbox"/>	Survey report attached
<input checked="" type="checkbox"/>	Reference to regional submittal: Regional Youth Litter Campaign report in the BASMAA FY 2013-2014 Regional Supplement for Training and Outreach

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.7.c ► Media Relations**

Summarize the media relations effort. Include the following details for each media pitch in the space below, AND/OR refer to a regional report that includes these details:

- Topic and content of pitch
- Medium (TV, radio, print, online)
- Date of publication/broadcast

Summary:

The following separate report developed by BASMAA summarizes media relations efforts conducted during FY 13-14: BASMAA FY 2013-2014 Regional Supplement for Training and Outreach

Other media relations efforts conducted countywide are included within the C.7 Public Information and Outreach section of the ACCWP FY 13-14 Annual Report.

Zone 7 Water Agency helped partnering local agencies promote community creek cleanups that are aimed at preventing pollution in our local waterways. Zone 7 included an article in its August 8, 2013 e-newsletter/press release regarding available volunteer opportunities for the Sept. 14, 2013 Tri-Valley Creeks to Bay Cleanup held in Livermore as part of Coastal Cleanup Day, along with volunteer opportunities for creek cleanups on the same day in Dublin. Zone 7 also announced the results of the cleanups in its Sept. 23 e-newsletter/press release.

**C.7.d ► Stormwater Point of Contact**

Summary of any changes made during FY 13-14:

No Change

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.7.e ► Public Outreach Events**

Describe general approach to event selection. Provide a list of outreach materials and giveaways distributed.  
Use the following table for reporting and evaluating public outreach events

Zone 7 Water Agency selects a variety of events to participate in each year. Virtually all of our events include messages related to watershed awareness and stormwater pollution prevention. We try to include some small events that offer high-value direct interface, along with several larger, high-exposure events. Some events we do routinely, but we always try to stay flexible so we can accommodate special requests. We also try to schedule something that is individual to each city we serve at least once a year, and work to balance the resources we have for outreach throughout our service area.

Event Details	Description (messages, audience)	Evaluation of Effectiveness
Provide event name, date, and location. Indicate if event is local, countywide or regional.	Identify type of event (e.g., school fair, farmers market etc.), type of audience (school children, gardeners, homeowners etc.) and outreach messages (e.g., Enviroscene presentation, pesticides, stormwater awareness)	Provide general staff feedback on the event (e.g., success at reaching a broad spectrum of the community, well attended, good opportunity to talk to gardeners etc.). Provide other details such as: <ul style="list-style-type: none"> <li>• Estimated overall attendance at the event.</li> <li>• Number of people that visited the booth, comparison with previous years</li> <li>• Number of brochures and giveaways distributed</li> <li>• Results of any spot surveys conducted</li> </ul>
Stormwater Exhibit at the Alameda County Fair: July 1 through July 7, 2013 and June 18 through June 30, 2014. Setting up the exhibit and producing the outreach materials are Countywide Program efforts. Staffing the exhibit is an effort conducted by individual Permittees.	The County Fair is attended by a wide range of residents from throughout the County. The primary message of the exhibit and outreach materials is to encourage residents to reduce their use of pesticides or when necessary use less-toxic pesticides. The exhibit also illustrates the basic watershed awareness/stormwater pollution message.	Several hundred thousand residents attend the fair each year. A more detailed description of the exhibit is included in Section C.7 Public Information and Outreach of the ACCWP FY 13/14 Annual Report.
<b>Water, Wind and Weather Weekend:</b> (7/5/13-7/7/13) Special three-day event at the Alameda County Fair, part of "Alameda County's largest	<b>Event type:</b> County fair special event <b>Audience:</b> Kids and their families <b>Outreach messages:</b> Using a watershed diorama, Zone 7 provided demonstrations	Zone 7 directly interacted with about 500 people for the weekend event. It gave away several Z7 Perfect Plants brochures that include a pollution-prevention message and:

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

<p>classroom" summer learning at the fair.</p>	<p>showing how household pollutants can travel down storm drains and into local creeks, and provided information about pollution prevention. We also had a display promoting the county's plastic bag ordinance.</p>	<ul style="list-style-type: none"> <li>- 40 CWP bottle labels w/pest control recipes</li> <li>- 36 CWP reusable bags</li> <li>- 40 CWP accordion-fold kids' stormwater brochures</li> <li>- 183 sprinkler adjustment keys that, among other things, help reduce runoff and come with a stormwater-pollution prevention message</li> </ul>
<p><b>Water Jug Pyramid Road Show</b>                  (7/1/13-7/7/13) Alameda County fair                  (7/13-7/30/13) Livermore Public Library                  (8/7/13-9/4/14) Dublin Public Library                  (10/4/13-10/6/13) Home &amp; Garden Show                  (4/21/14-5/6/14) Pleasanton Public Library</p>	<p><b>Event type:</b> public displays  <b>Audience:</b> families  <b>Outreach messages:</b> The pyramid of 144 one-gallon jugs conveys messages not only about the need for conservation but also about the environmental benefits of tap water vs. bottled water in plastic containers that often end up in local waterways.</p>	<p>Many people seeing this highly visible display in prominent locations commented on its value relative to environmental education.</p>
<p><b>LARPD Children's Fair</b> (9/13/13)                  Hosted by Livermore Area Recreation &amp; Park District and held at Robert Livermore Community Center</p>	<p><b>Event type:</b> Children's Fair  <b>Audience:</b> Primarily young families from throughout the Livermore Valley  <b>Outreach messages:</b> Booth included a "Make-it and Take-It" craft using the CWP Froggy puppets and related games.</p>	<p>Approximately 500 people attended the event. Zone 7 made around 300 direct contacts and distributed materials to teach ways to avoid runoff, practice safe pest control and choose water-wise plants. Giveaways included:</p> <ul style="list-style-type: none"> <li>- 111 kids' craft kits</li> <li>- 57 accordion-fold kids' stormwater brochures</li> <li>- 27 CWP pencils</li> <li>- 25 CWP "Frogs of Alameda County" handout</li> <li>- 15 CWP bottle labels w/pest control recipes</li> </ul>
<p><b>California Coastal Cleanup</b> (9/14/13)                  Community volunteer creek cleanups in Livermore and Dublin</p>	<p><b>Event type:</b> Creek cleanup  <b>Audience:</b> Community volunteers  <b>Outreach messages:</b> Zone 7 partnered with the City of Livermore and several other local agencies on volunteer creek cleanups in Livermore, and facilitated a separate</p>	<p>Livermore's creek cleanup drew 183 volunteers at several adopted sites, including one specifically managed by Zone 7; Dublin's event drew 80 volunteers. Among materials we provided for the Livermore event were 225 sprinkler-adjustment keys that help reduce</p>

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	cleanup event in Dublin	runoff and come with a message about stormwater pollution prevention.
<p><b>Fall Home &amp; Garden Show</b> (10/4/13-10/6/13) Alameda County Fairgrounds Zone 7 staff shared three booths with Alameda County Flood Control's Clean Water Program.</p>	<p><b>Event type:</b> Home &amp; Garden Show <b>Audience:</b> Gardeners, homeowners &amp; other residents <b>Outreach messages:</b> This large event provides a great venue for messages about home improvements that can prevent water pollution, and about changes people can make in the garden to reduce runoff and pollution. One booth featured Zone 7's water jug pyramid, conveying messages both about water conservation and the environmental benefits of tap water vs. bottled water in plastic containers.</p>	<p>The three-day event drew approximately 10,000 visitors. Zone 7 had direct interaction with around 50 people in a half-day shift on Oct. 5 and about 175 people throughout the day on Oct. 6. We gave away:</p> <ul style="list-style-type: none"> <li>- 25 fliers on the county's plastic bag ban ordinance</li> <li>- 200 CWP reusable bags</li> <li>- 35 accordion-fold kids' stormwater brochures</li> <li>- 23 CWP bottle labels w/pest control recipes</li> <li>- 22 CWP pencils</li> <li>- 156 sprinkler adjustment keys that help reduce both runoff and come with a stormwater pollution prevention message</li> </ul>
<p><b>Spring Home &amp; Garden Show</b> (2/15/15-2/17/14) Alameda County Fairgrounds Zone 7 shared a double booth with the County Flood control District's Clean Water Program.</p>	<p><b>Event type:</b> Home &amp; Garden Show <b>Audience:</b> Homeowners seeking ways to improve their households in environmentally sensitive ways. <b>Outreach messages:</b> Suggestions on low-cost ways to fight pests without polluting.</p>	<p>About 10,000 people attend this event and many passed by our booth. We spoke to about 60 people in our half-day shift on Saturday and 175 people throughout the day on Sunday. Giveaways included:</p> <ul style="list-style-type: none"> <li>- 170 sprinkler-adjustment keys</li> <li>- 16 CWP reusable bags</li> </ul>
<p><b>Donlon Science Fair</b> (3/6/14) Donlon Elementary School, Pleasanton</p>	<p><b>Event type:</b> School science fair <b>Audience:</b> Elementary school children <b>Outreach messages:</b> Used the stormwater diorama to teach about water-pollution prevention, and promoted water conservation.</p>	<p>We had direct interactions with around 140 students.</p>
<p><b>Alameda County Science &amp; Engineering Fair</b> (3/22/14) Alameda County Fairgrounds. Zone 7 staff served as special awards judges of water-related projects, many addressing water pollution issues. Though the fair was countywide,</p>	<p><b>Event type:</b> Countywide science fair <b>Audience:</b> Middle school and high school students and their families <b>Outreach messages:</b> In addition to interacting with students about a variety of</p>	<p>The event drew hundreds of entries on everything from environmental science to public health and engineering innovations, many but not all related to water.</p>

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C.7 – Public Information and Outreach

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the projects evaluated were submitted by students attending schools within Zone 7's service area.	water-related topics, including water pollution prevention, winners made presentations about their projects at Zone 7's May Board of Directors meeting as part of Water Awareness Month.	
<b>Ag Adventure Day</b> (4/10/14) Livermore High School Zone 7 participated in this interactive event for Livermore third graders about the Valley, its history, its agricultural commodities and preserving/protecting the natural resources needed to sustain them.	<b>Event type:</b> Environmental Education <b>Audience:</b> Livermore third graders <b>Outreach messages:</b> Zone 7 focused on the importance of both water conservation and stormwater pollution prevention.	The event drew about 1,200 children and Zone 7's booth had direct interaction with 270 kids and 50 adults. Among materials distributed were: - 1,200 pencils, including from the CWP
<b>Sunol Wildflower Festival</b> (4/12/14) Sunol Regional Wilderness. Zone 7 had a booth at this family-oriented event, which is geared to environmental education.	<b>Event type:</b> Environmental festival <b>Audience:</b> Families <b>Outreach messages:</b> Pollution-prevention and water conservation messaging including water-wise gardening	This event had 1,500 attendees and Zone 7 had direct interaction with around 125 people. - - 46 Perfect Plants pieces - 62 CWP reusable bags - 9 CWP Detain the Rain brochures - 18 Pests Bugging You guides - 49 sprinkler keys
<b>Alisal Science Fair</b> (4/17/14) Alisal Elementary School in Pleasanton	<b>Event type:</b> School Science Fair <b>Audience:</b> Children and families <b>Outreach messages:</b> Using the stormwater diorama, Zone 7 provided stormwater pollution prevention messaging and promoted water conservation	The event drew 300 children and family members and Zone 7 had direct interaction with about 160 of them.
<b>Take Your Child to Work Day</b> (4/21/14) Various Zone 7 facilities	<b>Event type:</b> Children's <b>Audience:</b> Children of agency employees <b>Outreach messages:</b> Among other things, staff did a Clean Water Program Bejewelled Flower Pot craft	Approximately 18 children, along with their sponsoring parents/grandparents attended. CWP's reusable bags, along with other CWP educational materials, were provided.
<b>Family Steam Night</b> (4/29/14) Hart Middle School Zone 7 participated in two booths at this event, one shared with the Clean Water Program	<b>Event type:</b> School fair <b>Audience:</b> Children and family members <b>Outreach messages:</b> Pollution prevention and water conservation	Materials distributed included: - 7 CWP accordion fold kids handout - 4 CWP No Dumping Drains to Bay pieces
<b>Dublin Pride Week Water-Wise Workshop</b> (5/3/14)	<b>Event type:</b> Gardening workshop	Materials distributed included:

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Dublin City Hall. Zone 7 participated in a water-wise gardening workshop in this city-hosted event.	<b>Audience:</b> 40 people <b>Outreach messages:</b> how water-wise gardening practices reduce both water waste and stormwater pollution.	<ul style="list-style-type: none"> <li>- 50 Perfect Plants for Valley brochures</li> <li>- 25 CWP reusable bags</li> <li>- 50 sprinkler keys</li> </ul>
<b><u>Dublin Pride Week Creek Cleanup</u></b> (4/27/14) Accommodated and helped to promote the city's volunteer creek cleanup	<b>Event type:</b> Community creek cleanup <b>Audience:</b> Primarily Dublin residents <b>Outreach messages:</b>	<ul style="list-style-type: none"> <li>- This event drew 40 volunteers. A Zone 7 staff member was the site captain at one of the creek cleanup sites.</li> </ul>
<b><u>Pleasanton Farmers' Market</u></b> (5/10/14)	<b>Event type:</b> Farmers' market <b>Audience:</b> Primarily Pleasanton residents <b>Outreach messages:</b> included water pollution prevention	1,500 people attended this event and we directly interacted with 100 of them. Among items distributed: <ul style="list-style-type: none"> <li>- 50 Perfect Plants brochures</li> <li>- 39 sprinkler adjustment keys</li> <li>- 6 CWP reusable bags</li> </ul>
<b><u>Livermore Farmers' Market</u></b> (5/22/14)	<b>Event type:</b> Farmers' market <b>Audience:</b> Primarily Livermore residents <b>Outreach messages:</b> included water pollution prevention	Directly interacted with 75 visitors and gave away: <ul style="list-style-type: none"> <li>- 29 Perfect Plants brochures</li> <li>- 28 sponges with water-wise message</li> <li>- 10 sprinkler adjustment keys</li> <li>- 6 CWP reusable bags</li> </ul>
<b><u>Dublin Farmers' Market</u></b> (5/29/14)	<b>Event type:</b> Farmers market <b>Audience:</b> Primarily Dublin residents <b>Outreach messages:</b> included water pollution prevention	Directly interacted with 41 visitors and gave away: <ul style="list-style-type: none"> <li>- 7 Perfect Plants brochures</li> <li>- 6 CWP reusable bags</li> <li>- 5 sprinkler keys</li> </ul>

**C.7.f. ► Watershed Stewardship Collaborative Efforts**

Summarize watershed stewardship collaborative efforts and/or refer to a regional report that provides details. Describe the level of effort and support given (e.g., funding only, active participation etc.). State efforts undertaken and the results of these efforts. If this activity is done regionally refer to a regional report.

Evaluate effectiveness by describing the following:

- Efforts undertaken
- Major accomplishments

Summary: See Section C.7 (Public Outreach and Involvement) of the ACCWP FY 13-14 Annual Report for a summary of the *Bringing Back the*

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*Natives Garden Tours* that is sponsored by the Program.

Zone 7 continued its partnership with several other agencies and schools on the Adopt-a-Creek-Spot program in Livermore, including as part of the annual Coastal Cleanup event held on Sept. 14, 2013. In addition, we were a local co-sponsor for the May 4, 2014 Bringing Back the Natives Garden Tour, which features pesticide-free, drought-tolerant gardens, and promoted it on our website.

Zone 7 helped initiate the Living Arroyos Program -- a private-public partnership between Zone 7 Water Agency, the City of Livermore, and the non-profit partner Urban Creeks Council. The program is a unique community engagement opportunity that renews and enhances urban stream and riparian (streamside) habitats in the Livermore Valley. Living Arroyos invites the local community to engage and connect with their creeks and arroyos by hosting work days in which volunteers participate in hands-on activities that protect and enhance the waterways in their area. In addition, a handful of college students from the local community are selected as paid apprentices for the Living Arroyos Program. The cost of the Program is shared by the three partners who also contribute multiple habitat projects each year for the Program to work on. Since its inception in July 2013, the Program has planted a 1-mile stretch of Arroyo Mocho known as the Stanley Reach including over 4,000 acorns, and nearly 3,000 riparian seedlings, in addition to removing debris and invasive plant species.

**C.7.g. ► Citizen Involvement Events**

List the types of events conducted (e.g., creek clean up, storm drain inlet marking, native gardening etc.). Use the following table for reporting and evaluating citizen involvement events.

Event Details	Description	Evaluation of effectiveness
Provide event name, date, and location. Indicate if event is local, countywide or regional	Describe activity (e.g., creek clean-up, storm drain marking etc.)	Provide general staff feedback on the event. Provide other evaluation details such as: <ul style="list-style-type: none"> <li>• Number of participants. Any change in participation from previous years.</li> <li>• Distance of creek or water body cleaned</li> <li>• Quantity of trash/recyclables collected (weight or volume).</li> <li>• Number of inlets marked.</li> <li>• Data trends</li> </ul>
Community Stewardship Grants Program	The Countywide Program sponsors the Community Stewardship Grants (CSG) Program. The CSG Program provides approximately \$20,000 annually in \$1,000 to \$5,000 increments to individuals and community groups to support stormwater improvement/outreach projects throughout	See Section C.7 of the ACCWP FY13/14 Annual Report for a summary.

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	the County.	
Zone 7 assisted City of Dublin with volunteer creek cleanups as part of Coastal Cleanup Day on 9/14/13	Assisted by providing support and creek access for volunteers, and helping to promote the event.	The creek cleanup helped remove annual buildup of debris and trash in local arroyos.
Zone 7 partnered with several local agencies in the 9/14/13 Coastal Cleanup Day activities of the Adopt-a-Creek-Spot program in Livermore.	Zone 7 helped promote the event and managed cleanup of one of the sites.	The creek cleanup helped remove annual buildup of debris and trash in local arroyos.
Zone 7 supported volunteer creek cleanups at several creek locations as part of Dublin Pride Week on 4/27/14.	Zone 7 provided support and creek access for volunteers, helped to promote the event, and was site captain at one of the cleanup sites.	The creek cleanup helped remove annual buildup of debris and trash in local arroyos.
Zone 7 supported 24 volunteer work days as part of the Living Arroyos Program. Work is focused largely on the Livermore Area, but volunteer days are open to the general public though the majority of participants are from the Tri-Valley area.	Zone 7 provided financial and logistical support and creek access for Program staff, apprentices and volunteers, and helped to promote the event.	The Living Arroyos Program hosted 24 volunteer work days, and engaged nearly 400 volunteers to enhance a 1-mile stretch of Arroyo Mocho called the Stanley Reach. With the volunteer's assistance, the Program succeeded in planting over 4,000 acorns and 3,000 riparian trees, removing nearly 10 cubic yards of invasive plants, and stream cleanup activities.

**C.7.h. ► School-Age Children Outreach**

Summarize school-age children outreach programs implemented. A detailed report may be included as an attachment. Use the following table for reporting school-age children outreach efforts.

Program Details	Focus & Short Description	Number of Students/Teachers reached	Evaluation of Effectiveness
Provide the following information: Name Grade or level (elementary/ middle/ high)	Brief description, messages, methods of outreach used	Provide number or participants	Provide agency staff feedback. Report any other evaluation methods used (quiz, teacher feedback etc.). Attach evaluation summary if applicable.
See the Section C.7 of the ACCWP FY 13/14 Annual Report			

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<p>for a summary of the Program's School-Age Outreach Program</p>			
<p>Zone 7 also runs a schools program for students throughout its service area. The program reaches students in all grade levels with customized lessons related to water issues that meet each grade's state standards.</p>	<p>Zone 7's Schools Program covers topics including watershed education, groundwater preservation, stormwater management and pollution prevention, as well as conservation and general water stewardship. Lessons are typically 50 minutes and are taught by Zone 7 contracted teachers. The program was expanded at the high school level in the 2013/14 school year.</p>	<p>In the 2013/14 school year we did 354 K-8 classes, four creek walks and 21 high school classes. The schools program reached a total of nearly 10,000 students.</p>	<p>The Zone 7 Schools Program has been running for more than 15 years. We have forged strong relationships with many teachers, and most of our presentation requests are from repeats. We continue to refine the lessons each year to meet changing standards, evolving issues and new teacher requests.</p>

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**Section 8 - Provision C.8 Water Quality Monitoring**

**C.8 ► Water Quality Monitoring**

State below if information is reported in a separate regional report. Municipalities can also describe below any Water Quality Monitoring activities in which they participate directly, e.g. participation in RMP workgroups, fieldwork within their jurisdictions, etc.

Summary

During FY 13-14, we contributed through ACCWP to the BASMAA Regional Monitoring Coalition (RMC). In addition, we contributed financially to the Regional Monitoring Program for Water Quality in the San Francisco Estuary (RMP) and were represented at RMP committees and work groups. Monitoring efforts and results are documented in a separate report submitted March 15 of each year, as required in Provision C.8. For additional information on monitoring activities conducted by the Program, BASMAA RMC and the RMP, see the C.8 Water Quality Monitoring section of the Program's FY 13-14 Annual Report and the Integrated Monitoring Report.

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Section 9 – Provision C.9 Pesticides Toxicity Controls

<b>C.9.b ► Implement IPM Policy or Ordinance</b>					
Report implementation of IPM BMPs by showing trends in quantities and types of pesticides used, and suggest reasons for increases in use of pesticides that threaten water quality, specifically organophosphates, pyrethroids, carbaryl, and fipronil. A separate report can be attached as evidence of your implementation					
<b>Trends in Quantities and Types of Pesticides Used<sup>60</sup></b>					
<b>Pesticide Category and Specific Pesticide Used</b>	<b>Amount<sup>61</sup></b>				
	<b>FY 09-10</b>	<b>FY 10-11</b>	<b>FY 11-12</b>	<b>FY 12-13</b>	<b>FY 13-14</b>
<b>Organophosphates</b>					
Product or Pesticide Type A	0	0	0	0	0
Product or Pesticide Type B	0	0	0	0	0
<b>Pyrethroids</b>					
Product or Pesticide Type U: Lambda Star CS	0	0	0	0	3.40 oz
Product or Pesticide Type V: Wasp Freeze	0	0	0	4 oz* (see footnote below)	0
Product or Pesticide Type W: Cyzmic CS	0	0	0	5.5 oz* (see footnote below)	1.20 oz
Product or Pesticide Type X: Suspend SC	0	1 gal	14 oz	0	0
Product or Pesticide Type Y: Bifenthrin	0	25 oz	0	1 oz* (see note below)	12.50 oz
Product or Pesticide Type Z: Dragnet	216 oz	30 oz	0	0	0
<b>Carbaryl</b>					

<sup>60</sup> Includes all municipal structural and landscape pesticide usage by employees and contractors.

<sup>61</sup> Weight or volume of the product or preferably its active ingredient, using same units for the product each year. The active ingredients in any pesticide are listed on the label. The list of active ingredients that need to be reported in the pyrethroids class includes: allethrin, bifenthrin, beta-cyfluthrin, bioallethrin, cyfluthrin, cypermethrin, cyphenothrin, deltamethrin, esfenvalerate, etofenprox, fenpropathrin, gamma-cyhalothrin, imiprothrin, lambda-cyhalothrin, metofluthrin, permethrin, phenothrin, prallethrin, resmethrin, sumithrin (d-phenothrin), tau-fluvalinate, tefluthrin, tetramethrin, tralomethrin, cis-permethrin, and zeta-cypermethrin.

\*A math error resulted in lower reported values for the FY 12-13 reporting period. Values shown in the current Annual Report for FY 12-13 are the corrected values.

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<b>Fipronil</b>	<b>Product: Termidor SC</b>	0	0	0	1.05 oz* (see note)	0
Comments: While Zone 7's pesticide use remains low overall, there was an increase in pyrethroid application from FY 12-13 to FY 13-14. This increase is likely due to a heavy influx of black widow spiders and paper wasp.						

**C.9.c ▶ Train Municipal Employees**

Enter the number of employees that applied or used pesticides (including herbicides) within the scope of their duties this reporting year. <b>Note: Zone 7 employees do not apply or use pesticides within their scope of duties. Therefore, this is NA for Zone 7.</b>	NA
Enter the number of these employees who received training on your IPM policy and IPM standard operating procedures within the last 3 years. <b>Note: Zone 7 employees do not apply or use pesticides within their scope of duties. Therefore, this is NA for Zone 7.</b>	NA
Enter the percentage of municipal employees who apply pesticides who have received training in the IPM policy and IPM standard operating procedures within the last three years. <b>Note: Zone 7 employees do not apply or use pesticides within their scope of duties. Therefore, this is NA for Zone 7.</b>	NA

**C.9.d ▶ Require Contractors to Implement IPM**

Did your municipality contract with any pesticide service provider in the reporting year?	<input checked="" type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>
If yes, attach one of the following:				
<input checked="" type="checkbox"/>	Contract specifications that require adherence to your IPM policy and standard operating procedures, OR			
<input type="checkbox"/>	Copy(ies) of the contractors' IPM certification(s) or equivalent, OR			
<input type="checkbox"/>	Equivalent documentation.			
If <b>Not attached</b> , explain:				

**C.9.e ▶ Track and Participate in Relevant Regulatory Processes**

Summarize participation efforts, information submitted, and how regulatory actions were affected <b>OR</b> reference a regional report that summarizes regional participation efforts, information submitted, and how regulatory actions were affected.
Summary:  During FY 13-14, we participated in regulatory processes related to pesticides through contributions to the countywide Program, BASMAA and CASQA. See the CASQA Pesticides Subcommittee Annual Report 2013-14: Preventing Urban Pesticide Pollution in Stormwater for a summary of CASQA activities.

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**C.9.f ▶ Interface with County Agricultural Commissioners**

Did your municipal staff observe any improper pesticide usage or evidence of improper usage (e.g., pesticides in storm drain systems, along street curbs, or in receiving waters) during this fiscal year?

	<b>Yes</b>	X	<b>No</b>
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If yes, provide a summary of improper pesticide usage reported to the County Agricultural Commissioner and follow-up actions taken to correct any violations. A separate report can be attached as your summary.

**C.9.h.ii ▶ Public Outreach: Point of Purchase**

Provide a summary of public outreach at point of purchase, and any measurable awareness and behavior changes resulting from outreach (here or in a separate report); **OR** reference a report of a regional effort for public outreach in which your agency participates.

Summary:

See the C.9 Pesticides Toxicity Control section of the ACCWP FY 13-14 Annual Report and the BASMAA FY 2013-2014 Regional Supplement for Training and Outreach for information on point of purchase public outreach conducted countywide and regionally.

**C.9.h.vi ▶ Public Outreach: Pest Control Operators**

Provide a summary of public outreach to pest control operators and landscapers and reduced pesticide use (here or in a separate report); **OR** reference a report of a regional effort for outreach to pest control operators and landscapers in which your agency participates.

Summary:

See the C.9 Pesticides Toxicity Control section of Program's FY 13-14 Annual Report for a summary of outreach to pest control operators and landscapers to reduce pesticide use.

Additionally, pesticide educational materials (including natural non-toxic pest control, pest-control recipes & bug guides) were distributed at several outreach events listed in C.7 that Zone 7 participated in. We provided educational messaging on non-toxic pest control in virtually all of our outreach on water-wise gardening, including Home & Garden shows.

Section 10 - Provision C.10 Trash Load Reduction

**C.10.a.iii ► Minimum Full Trash Capture**

Provide the following:

- 1) Descriptions of actions/tasks completed towards achieving the Minimum Full Trash Capture requirement in provision C.10.a.iii. Include the:
  - Total number and types of full capture devices (publicly and privately-owned) installed to-date;
  - Total land area (acres) and land areas within each trash generation category (i.e., very high, high, moderate and low) treated by full capture devices (or other types of devices for non-population based Permittees), in comparison to the MRP-required full capture requirements in Attachment J to the MRP; and,
  - Percentage of jurisdictional land areas with very high, high, moderate and low trash generation rates treated by full capture devices.
- 2) A narrative summary of maintenance activities implemented for each device, group of devices, or device type, including descriptions of typical maintenance frequencies and issues associated with maintaining these devices.

**Descriptions of Actions/Tasks (Conducted or Planned):**

Zone 7 is a non-population based Permittee. Attachment J, Table 10.2 states that Zone 7 is to install 1 trash boom or 2 outfall capture devices (minimum 2ft diameter outfall), or equivalent.

Two trash capture devices were installed during the FY 13-14 Reporting Period. The devices are solid semi-circular metal mesh structures that are on the channel-side of the 2 ft diameter inlets. One is located in Pleasanton and one in Dublin.

**Descriptions of Maintenance Activities:**

Zone 7 will clean and remove the trash outside of the collection traps before and after storms. Additionally, the flood control facilities are inspected monthly and inspection of the trash capture devices will now be included as part of these routine inspections.

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**C.10 – Trash Load Reduction**

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**C.10.b.iii ► Trash Hot Spot Assessment**

Provide the volume of material removed during each MRP-required Trash Hot Spot cleanup during each fiscal year, and the dominant types of trash (e.g., glass, plastics, paper) removed and their sources in FY 2013-14 to the extent possible.

Trash Hot Spot	FY 13-14 Cleanup Date	Volume of Trash Removed (cubic yards)				Dominant Type(s) of Trash in FY 2013-14	Trash Sources in FY 2013-14 (where possible)
		FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14		
Line G2 in Pleasanton near the BART Station	6/27/14	2 cubic yards	5 lbs	50 lbs	8 cubic yards (about 100 lbs)	1 Inflated tire with rim, 3 blown out tire treads, 1 truck bed liner and other paper and plastic trash	Bart Station and I-580 Freeway
Line J1 in Dublin at Dublin Blvd/McDonald's Restaurant	6/27/14	1 cubic yard	5 lbs	40 lbs	1 cubic yard (about 10 lbs)	Small paper and plastic trash	McDonald's Restaurant and I-680 Freeway
Line H (Arroyo Seco) in Livermore at First Street	6/27/14	5 cubic yards	5 lbs	350 lbs	10 cubic yards (about 120 lbs)	1 love seat & 2 single sofa seats (same set), paper and plastic trash	Shell Station, Target Store and other stores, I-580 Freeway for the trash. Furniture likely a random dump.

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PROVISION C.10 ~ TRASH HOTSPOTS**

Flood Control Line  
J1 at Dublin Blvd

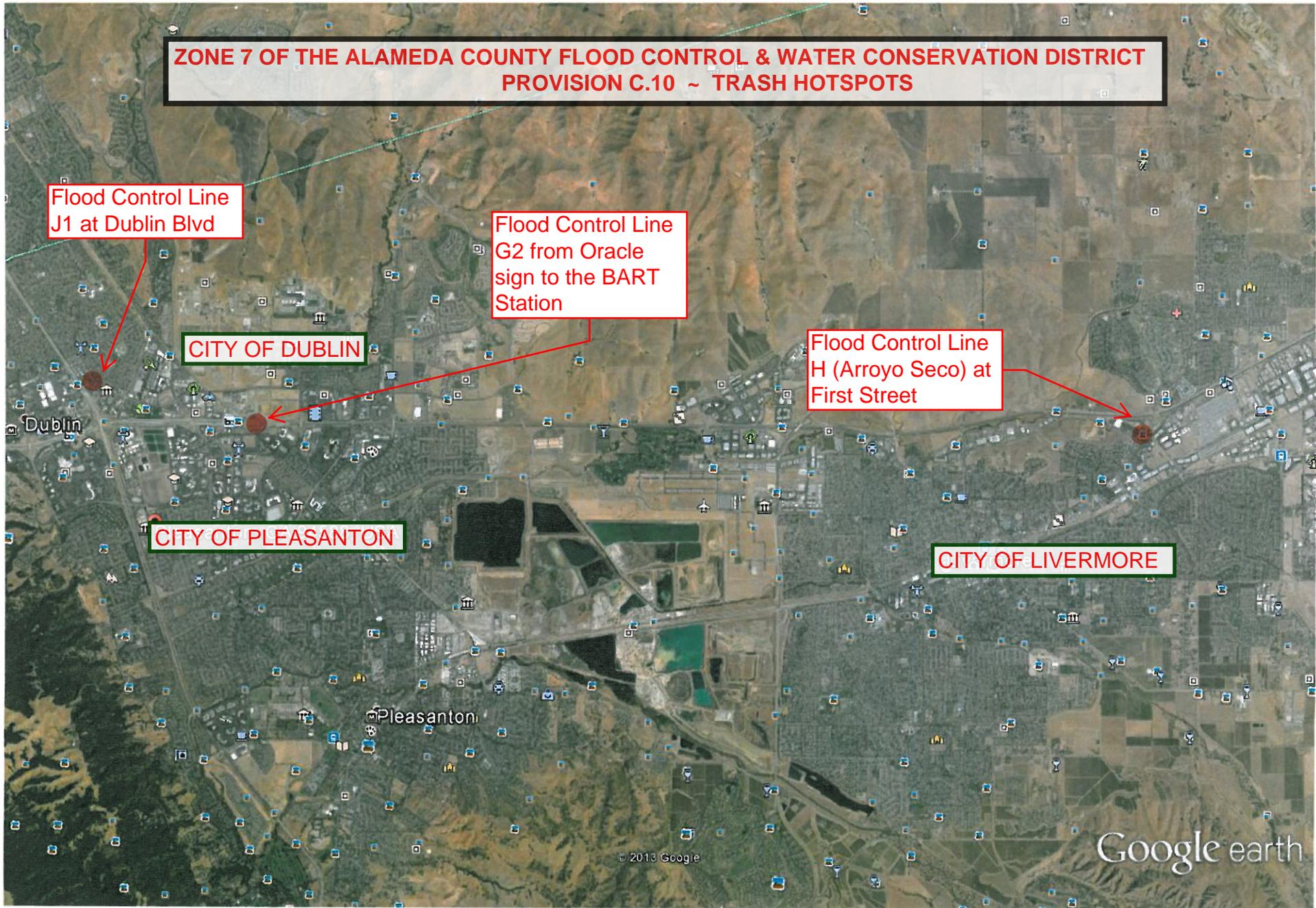
Flood Control Line  
G2 from Oracle  
sign to the BART  
Station

Flood Control Line  
H (Arroyo Seco) at  
First Street

CITY OF DUBLIN

CITY OF PLEASANTON

CITY OF LIVERMORE



**C.10.c ► Long-Term Trash Load Reduction Plan**

Provide descriptions of significant revisions made to your Long-term Trash Load Reduction Plan submitted to the Water Board in February 2014. Describe significant changes made to primary or secondary trash management areas (TMA), trash generation maps, control measures, or time schedules identified in your plan.

Zone 7 is a non-population based permittee. Therefore, Provision C.10.c is not applicable.

Description of Significant Revision	Associated TMA

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**C.10.d ► PART A - Trash Control Measure Implementation and Assessment (Jurisdictional-wide Actions)**

Provide a description of each jurisdictional-wide trash control measure implemented to-date. Identify the dominant trash source(s) and dominant type(s) of trash addressed by each control measure. For each jurisdictional-wide measure, identify the trash assessment method(s) used to demonstrate on-going reductions, summarize the results of the assessment(s), and estimate the associated reduction of trash within your jurisdictional area.

Zone 7 is a non-population based permittee. Therefore, Provision C.10.d is not applicable.

Control Measure	Summary Description of Control Measure & Dominant Trash Sources and Types	Assessment Method(s)	Summary of Assessment Results To-date	Estimated % Trash Reduced
Single-use Plastic Bag Ordinance or Policy	The Alameda County Waste Management Authority adopted the Single-Use Bag Ban. As of January 1, 2013, all grocery stores, supermarkets, mini-marts, convenience stores, liquor stores, pharmacies, drug stores or other entities that sell milk, bread, soda and snack foods (all four items) and/or alcohol (Type 20 or 21 license) in Alameda County must comply with the Single-Use Bag Ban Ordinance. Affected stores may no longer provide customers with single-use bags at check-out. A copy of the Ordinance is available on the Alameda County Waste Management Authority’s website: <a href="http://reusablebagsac.org/ordinancetext.html">http://reusablebagsac.org/ordinancetext.html</a>	See Section C.10 of the ACCWP FY 13-14 Annual Report.	See Section C.10 of the ACCWP FY 13-14 Annual Report.	
Expanded Polystyrene Food Service Ware Ordinance or Policy		For those with Polystyrene Food Service Ware bans, insert: “See Section C.10 of the ACCWP FY 13-14 Annual Report.” Add text regarding any additional assessment as appropriate. If you do not have a ban in place, delete this row.	For those with Polystyrene Food Service Ware bans, insert: “See Section C.10 of the ACCWP FY 13-14 Annual Report.” Add text regarding any additional assessment results as appropriate. If you do not have a ban in place, delete this row.	
Public Education and Outreach Programs Targeted at Trash Reduction and Implemented post-MRP Adoption				

**C.10.d ► PART A - Trash Control Measure Implementation and Assessment (Jurisdictional-wide Actions)**

Zone 7 is a non-population based permittee. Therefore, Provision C.10.d is not applicable.

Control Measure	Summary Description of Control Measure & Dominant Trash Sources and Types	Assessment Method(s)	Summary of Assessment Results To-date	Estimated % Trash Reduced
Single-use Plastic Bag Ordinance or Policy				
Expanded Polystyrene Food Service Ware Ordinance or Policy				
Public Education and Outreach Program				

**C.10.d ► PART B - Trash Control Measure Implementation and Assessment (TMA Specific Actions)**

Complete the following trash control measure implementation and assessment summary for each primary trash management area (TMA) identified in your Long-term Plan. Include the following information:

- Identify the total jurisdictional area and the % of that area that generates very high (VH), high (H), moderate (M), or low (L) levels of trash;
- Identify the dominant trash source(s) and dominant type(s) of trash addressed or to-be addressed in the TMA;
- Include the area currently treated by full capture devices, the quantity and type of devices installed to-date, and the % of jurisdictional area that generates very high (VH), high (H), moderate (M), and low (L) levels of trash after accounting for reductions via full capture devices;
- Summarize control measures other than full capture devices implemented to-date, distinguishing between implementation that began pre- and post-MRP effective date. If not implemented in the entire TMA, describe generation category targeted and % of TMA addressed;
- Provide the % of the jurisdictional area that generates very VH, H, M or L levels of trash after accounting for all control measures implemented to-date;
- Describe the methods used to evaluate the effectiveness of control measures other than full capture devices, and any assessment results to-date. If the method was not implemented in the entire TMA, describe generation category targeted and %of TMA addressed; and
- Provide an estimate of the % of trash reduced in the TMA and jurisdiction-wide.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

C.10.d ► PART B - Trash Control Measure Implementation and Assessment (TMA Specific Actions)								
TMA ID	TMA Area (Acres)	Dominant Sources	Dominant Types		% TMA in Each Trash Generation Category			
					VH	H	M	L
Zone 7 is a non-population based permittee. Therefore, Provision C.10.d is not applicable.				Baseline Generation (Pre-MRP)				
Trash Full Capture Devices		Summary Descriptions of Full Trash Capture Devices (Quantity and Type)		After taking into account Full Capture Devices				
Total Area (Acres)								
% of TMA								
% of VH/H/M								
Summary Descriptions of Control Measures Implemented Since MRP Adoption, Other than Full Capture Devices				After taking into account all New or Enhanced (post-MRP) Control Measures				
Assessment Methods for Control Measures Other than Full Capture Devices								
Summary of Assessment Results To-date								
Estimated % Trash Reduction in TMA due to New or Enhanced Post-MRP actions								
Estimated % Trash Reduction Jurisdiction-wide due to New or Enhanced Post-MRP actions								

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**C.10.d ► PART C – Estimated Overall Trash Load Reduction**

For Population-based Permittees, provide an estimate of the overall trash reduction percentage achieved to-date within the jurisdictional area of your municipality that generates problematic trash levels (i.e., Very High, High or Moderate trash generation). Base the estimate on the information presented in C.10.d – Parts A and B and creek/shoreline cleanups not reported in C.10.b.iii. Provide a statement regarding the confidence in the estimate and challenges and/or successes in measuring progress towards the 40% trash reduction target described in provision C.10.

Zone 7 is a non-population based permittee. Therefore, Provision C.10.d is not applicable.

**Discussion of Trash Reduction Estimate:**

Estimated % Trash Reduction due to Jurisdictional-wide Actions	
Estimated % Trash Reduction due to Trash Full Capture Devices (All TMAs)	
Estimated % Trash Reduction due to Other Control Measures (All TMAs)	
<b>SubTotal for Above Actions</b>	
Estimated % Trash Reduction due to Creek/Shoreline Cleanups (All TMAs)	
<b>Total Estimated % Trash Reduction in FY 13-14</b>	

**Section 11 - Provision C.11 Mercury Controls**

**C.11.a.i ► Mercury Recycling Efforts**

List below or attach lists of efforts to promote, facilitate, and/or participate in collection and recycling of mercury containing devices and equipment at the consumer level (e.g., thermometers, thermostats, switches, bulbs).

See Section C.11 of the ACCWP FY 13-14 Annual Report for a summary of countywide recycling efforts.

a)

**C.11.a.ii ► Mercury Collection**

Provide an estimate of the mass of mercury collected through these efforts, or provide a reference to a report containing this estimate.

Please refer to the ACCWP FY 13-14 Annual Report for an estimate of the mass of mercury collected through collection and recycling efforts in the Countywide Program area.

Mercury Containing Device/Equipment	Total Amount of Devices Collected	Estimated Mass of Mercury Collected
Fluorescent Lamps <sup>62</sup> (linear feet)		
CFLs <sup>63</sup> (each)		
Thermostats <sup>64</sup> (each)		
Thermostats (lbs)		
Thermometers (each)		
Switches (lbs)		
<b>Total Mass of Mercury Collected During FY 2013-2014:</b>		

<sup>62</sup> Only linear fluorescent lamps should be included

<sup>63</sup> Only compact fluorescent lamps should be included

<sup>64</sup> Thermostats can be reported by quantity or by pounds. Whichever unit is used, please avoid double-counting.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

- C.11.b ▶ Monitor Methylmercury**
- C.11.c ▶ Pilot Projects to Investigate and Abate Mercury Sources in Drainages**
- C.11.d ▶ Pilot Projects to Evaluate and Enhance Municipal Sediment Removal and Management Practices**
- C.11.e ▶ Conduct Pilot Projects to Evaluate On-Site Stormwater Treatment via Retrofit**
- C.11.f ▶ Diversion of Dry Weather and First Flush Flows to POTWs**
- C.11.g ▶ Monitor Stormwater Mercury Pollutant Loads and Loads Reduced**
- C.11.h ▶ Fate and Transport Study of Mercury In Urban Runoff**
- C.11.i ▶ Development of a Risk Reduction Program Implemented Throughout the Region**
- C.11.j ▶ Develop Allocation Sharing Scheme with Caltrans**

State below if information is reported in a separate regional report. Municipalities that participate directly in regional activities to can provide descriptions below.

Summary

A summary of ACCWP and regional accomplishments for these sub-provisions are included within the C.11 Mercury Controls section of Program's FY 13-14 Annual Report, and the March 2014 Integrated Monitoring Report.

Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District

**Section 12 - Provision C.12 PCBs Controls**

**C.12.a.ii,iii ▶ Ongoing Training**

*(For FY 10-11 Annual Report and Each Annual Report Thereafter)* List below or attach description of ongoing training development and inspections for PCB identification, including documentation and referral to appropriate regulatory agencies (e.g. county health departments, Department of Toxic Substances Control, California Department of Public Health, and the Water Board) as necessary.

Description:

See the FY 13-14 ACCWP Annual Report for a description of PCB related training.

**C.12.b ▶ Conduct Pilot Projects to Evaluate Managing PCB-Containing Materials and Wastes during Building Demolition and Renovation Activities**

**C.12.c ▶ Pilot Projects to Investigate and Abate On-land Locations with Elevated PCB Concentrations**

**C.12.d ▶ Conduct Pilot Projects to Evaluate and Enhance Municipal Sediment Removal and Management Practices**

**C.12.e ▶ Conduct Pilot Projects to Evaluate On-Site Stormwater Treatment via Retrofit**

**C.12.f ▶ Diversion of Dry Weather and First Flush Flows to POTWs**

**C.12.g ▶ Monitor Stormwater PCB Pollutant Loads and Loads Reduced**

**C.12.h ▶ Fate and Transport Study of PCBs In Urban Runoff**

**C.12.i ▶ Development of a Risk Reduction Program Implemented Throughout the Region**

State below if information is reported in a separate regional report. Municipalities that participate directly in regional activities to can provide descriptions below.

Summary

A summary of countywide Program and regional accomplishments for these sub-provisions are included within the C.12 PCB Controls section of Program's FY 13-14 Annual Report, and the March 2014 Integrated Monitoring Report.

**Section 13 - Provision C.13 Copper Controls**

**C.13.a.iii.(2) ▶ Training, Permitting and Enforcement Activities**

*(FY 11-12 Annual Report and each Annual Report thereafter)* Provide summaries of activities implemented to manage waste generated from cleaning and treating of copper architectural features, including copper roofs, during construction and post-construction including. :

- Development of BMPs on how to manage the water during and post construction
- Requiring the use of appropriate BMPs when issuing building permits
- Educating installers and operators on appropriate BMPs
- Enforcement actions taken again noncompliance

Provision C.13 is not applicable to Zone 7 of the Alameda County Flood Control & Water Conservation District. Zone 7 is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. In addition, Zone 7 is responsible for various flood control facilities and activities in the eastern portion of Alameda County. Since Zone 7 is a water and flood protection utility, its responsibility does not go beyond its own facilities. Therefore, Zone 7 does not have the legal authority over any facilities that are not Zone 7 owned.

**C.13.c ▶ Vehicle Brake Pads**

Based upon inspection activities conducted under Provision C.4, highlight copper reduction results achieved among the facilities identified as potential users or sources of copper, facilities inspected, and BMPs addressed.

Summary

During FY 13-14, we participated in implementation of the California Brake Friction Material Law through contributions to the countywide Program, BASMAA and CASQA. For additional information, see the C.13 Copper Controls section of Program's FY 13-14 Annual Report.

**C.13.d.iii ▶ Industrial Sources Copper Reduction Results**

Based upon inspection activities conducted under Provision C.4, highlight copper reduction results achieved among the facilities identified as potential users or sources of copper, facilities inspected, and BMPs addressed.

**Section 14 - Provision C.14 PBDE, Legacy Pesticides and Selenium Controls**

Note: There are no reporting requirements in the FY 13-14 Annual Report for Section C.14.

**Section 15 - Provision C.15 Exempted and Conditionally Exempted Discharges**

**C.15.b.iii.(1), C.15.b.iii.(2) ► Planned and Unplanned Discharges of Potable Water**

Is your agency a water purveyor?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
If <b>No</b> , skip to C.15.b.vi.(2):				
If <b>Yes</b> , Complete the attached reporting tables or attach your own table with the same information. Provide any clarifying comments below.				
Comments:				

**C.15.b.vi.(2) ► Irrigation Water, Landscape Irrigation, and Lawn or Garden Watering**

Provide implementation summaries of the required BMPs to promote measures that minimize runoff and pollutant loading from excess irrigation. Generally the categories are:

- Promote conservation programs
- Promote outreach for less toxic pest control and landscape management
- Promote use of drought tolerant and native vegetation
- Promote outreach messages to encourage appropriate watering/irrigation practices
- Implement Illicit Discharge Enforcement Response Plan for ongoing, large volume landscape irrigation runoff.

Summary:

A summary of the Countywide Program's effort to promote the use of less-toxic pest management and the use of drought tolerant and native vegetation is included within the C.7 Public Information and Outreach section of the Countywide Program's FY 13-14 Annual Report. Also see the C.3 New Development and Redevelopment, and C.9 Pesticide Toxicity Control sections of Program's FY 13-14 Annual Report.

Additionally, Zone 7 has a water conservation program that promotes water conservation in the Tri-Valley Area. Zone 7, in coordination with its water retailers, offers rebate programs for residents that install certain water conserving devices and outdoor water efficiency and gardening (i.e. high efficiency washers, toilets & urinals, lawn conversion and irrigation hardware upgrades and replacement). Zone 7 participated in several local and countywide events (see section C.7 of this Annual Report for a list of events) where Zone 7 representatives spoke to residents, students, gardeners, and also provides technical training to homeowner's and professionals, etc. about storm water pollution prevention, water conservation, native gardening, etc. Outreach materials are distributed at these events to further supplement the importance of implementing best management practices at home to reduce storm water pollution and increase water conservation efforts through their water efficient lawn conversion, and weather-based irrigation controllers program. These training programs and measures address how the grass is removed by including an educational component that will provide lawn conversion training to landscape professionals and home gardeners. The program

**Permittee Name: Zone 7 of the Alameda County Flood Control and Water Conservation District**

not only promotes water savings, but will educate participants in how to achieve reductions of waste, greenhouse gas emissions, and nonpoint source pollution.

Zone 7 offered professional certification training to landscaper designers and maintenance, architects, landscape designers addressing irrigation efficiency, water budgets, drought tolerant plants, soil composition, and pesticides and herbicides. These educational certification professional trainings provide a systematic approach to creating and managing beautiful, healthy landscapes to conserve water, reduce waste and pollution, and provide many other benefits for property owners, communities and the environment.

With regards to Illicit Discharge Enforcement Response Plan for ongoing, large volume landscape irrigation runoff, Zone 7 is a water wholesaler to the Cities of Livermore and Pleasanton, California Water Service Company, and Dublin San Ramon Services District. Zone 7 is also responsible for various flood control facilities and activities in the eastern portion of Alameda County. Zone 7 is a water and flood protection utility; its responsibility does not go beyond its own facilities. Zone 7 does not have legal authority to prohibit or control illicit discharges on facilities not owned by Zone 7. This is the responsibility of the local municipality. In the event Zone 7 staff discovers an illicit discharge of large volume landscape irrigation runoff, it is reported to the local municipality with jurisdiction over the facility or residence.

**C.15.b.iii.(1) ► Planned Discharges of the Potable Water System**

Site/ Location	Discharge Type	Receiving Waterbody(ies)	Date of Discharge	Duration of Discharge (military time)	Estimated Volume (gallons)	Estimated Flow Rate (gallons/day)	Chlorine Residual (mg/L)	pH (standard units)	Discharge Turbidity <sup>65</sup> (NTU)	Implemented BMPs & Corrective Actions
There were no planned discharges during the reporting period										

<sup>65</sup> Monitor the receiving water for turbidity if necessary and feasible. Include data in this column if available.

C.15.b.iii.(2) ► Unplanned Discharges of the Potable Water System <sup>66</sup>														
Site/ Location	Discharge Type	Receiving Waterbody(ies)	Date of Discharge	Discharge Duration (military time)	Estimated Volume (gallons)	Estimated Flow Rate (gallons/day)	Chlorine Residual (mg/L) <sup>67</sup>	pH (standard units) <sup>52</sup>	Discharge Turbidity (Visual) <sup>52</sup>	Implemented BMPs & Corrective Actions	Time of discharge discovery	Regulatory Agency Notification Time <sup>68</sup>	Inspector arrival time	Responding crew arrival time
Mocho Groundwater Demineralization Plant – 5215 Stoneridge Drive, Pleasanton	Potable Water	Arroyo Mocho	7/23/2013	10:27-10:30 (2 minutes 41 seconds per SCADA system)	500 gal	<360,000 gpd (<250 gpm)	0.00	7.75	0.16	1) Dechlorination tablets were in-place in advance of the routine maintenance task as precaution  2) The discharge was via the overflow outfall which discharges to a riprapped area to control erosion.  3) Malfunctioning SCADA signal (which led to overflow) was corrected	10:27	No notification required	N/A	10:30

<sup>66</sup> This table contains all of the unplanned discharges that occurred in this FY.

<sup>67</sup> Monitoring data is only required for 10% of the unplanned discharges. If you monitored more than 10% of your unplanned discharges, report all of the data collected.

<sup>68</sup> Notification to Water Board staff is required for unplanned discharges where the chlorine residual is >0.05 mg/L and total volume is ≥ 50,000 gallons. Notification to State Office of Emergency Services is required after becoming aware of aquatic impacts as a result of unplanned discharge or when the discharge might endanger or compromise public health and safety.

C.15.b.iii.(2) ► Unplanned Discharges of the Potable Water System <sup>66</sup>														
Site/ Location	Discharge Type	Receiving Waterbody(ies)	Date of Discharge	Discharge Duration (military time)	Estimated Volume (gallons)	Estimated Flow Rate (gallons/day)	Chlorine Residual (mg/L) <sup>67</sup>	pH (standard units) <sup>52</sup>	Discharge Turbidity (Visual) <sup>52</sup>	Implemented BMPs & Corrective Actions	Time of discharge discovery	Regulatory Agency Notification Time <sup>68</sup>	Inspector arrival time	Responding crew arrival time
										4) Supervisor reviewed alarms to see if any changes should be made. No changes needed.  5) Replenished dechlorination tablets for possible future events.				

*Attachment to Section 9 - Provision C.9 Pesticides Toxicity Controls*

**ZONE 7 WATER AGENCY**



PEST CONTROL SERVICES CONTRACT  
PEST CONTROL SERVICES CONTRACT AMMENDMENT  
REQUEST FOR PROPOSALS (WITH IPM POLICY INCLUDED)

**Contract Issued: August 1, 2012**

**Contract Amendment Issued: July 1, 2013**

ZONE 7 OF ALAMEDA COUNTY FLOOD CONTROL  
AND WATER CONSERVATION DISTRICT  
100 North Canyons Parkway  
Livermore, CA 94551

A13-18-BIG

Date: 8-3-12

**SHORT FORM SERVICES AGREEMENT**

CONSULTANT: BIG VALLEY TERMITE & PEST CONTROL, INC.

**I. SCOPE OF THE SERVICES**

1. The Services to be rendered ("Services") consist of providing pest control services for the District facilities. See Appendix B.

**II. COMPENSATION FOR SERVICES**

Consultant's total compensation for Services performed under this Agreement is \$20,000, to be paid as: (1) \_\_\_\_\_ lump sum; (2) \_\_\_\_\_ lump sum with progress payments; (3) X per schedule of rates and charges as presented below, with a guaranteed not-to-exceed price of \$20,000; or (4) X are described in Appendix B-1, attached. The initial contract includes services under Proposal #1, with the option of incorporating services under Proposals 2 - 4 for additional costs.

**III. SCHEDULE OF PERFORMANCE**

Consultant shall commence the Services by August 1, 2012 and complete the Services by June 30, 2013 or within [ ] days of commencement of the Services.

**IV. TERMS AND CONDITIONS**

- (1) Consultant shall perform the Services in accordance with the terms and conditions of this Agreement, INCLUDING RFP NO. 02-2012, ALL ADDENDA, AND BIG VALLEY TERMITE & PEST CONTROL, INC.'S PROPOSAL ARE INCORPORATED HEREIN BY THIS REFERENCE.
- (2) Agreement number must appear on all invoices and correspondence. Send invoices in duplicate to Zone 7 Water Agency, Attn: Accounting, 100 North Canyons Parkway, Livermore, California, 94551, immediately upon performance.
- (3) Changes made to printed Terms and Conditions on this Agreement are null and void unless approved in writing by the General Manager.
- (4) Consultant must comply with Appendix C (Insurance) and [\_\_\_\_\_].
- (5) Consultant has read and expressly accepts all terms incorporated herein, including provisions relating to indemnity and liability.
- (6) District reserves the option to extend the contract for two additional one-year terms.
- (7) This instrument is void to the extent it requires payment by the District of more than \$20,000.

ALAMEDA COUNTY FLOOD CONTROL and WATER  
CONSERVATION DISTRICT, commonly known as ZONE 7  
WATER AGENCY ("District")

Big Valley Termite 7 Pest Control, Inc.

Consultant

Jerry Ferris  
Signature

Date

Jerry Ferris, Vice President  
Print Name & Title

3958 Valley Avenue, Suite E  
Address

Pleasanton, CA 94566

(925) 462-9900; Fax (925) 462-9906

Telephone

94-3088382

TIN or SS Number

G.F. Duerig  
G.F. Duerig

8-3-12  
Date

General Manager  
Title

## APPENDIX A

### GENERAL TERMS AND CONDITIONS

1. Services Agreement ("Agreement") Force and Effect. District is not responsible for services rendered without the authority of an order on this form. This Agreement shall supercede and control over all inconsistent provisions in any proposal, counter-proposal or addendum supplied by Consultant. The provisions of this Agreement (which may include attachments) constitute the entire agreement between the Consultant and District regarding the work and services described herein. No representation, term or covenant not expressly specified in this Agreement shall, whether oral or written, be a part of this agreement, and no modification of this Agreement shall be effective unless it is in writing. This Agreement shall supersede all other prior service agreements and other agreements between Consultant and District with respect to the work and services described herein. This Agreement may not be modified, nor may compliance with any of its terms be waived, except by written instrument executed and approved by fully authorized representatives of District and Consultant. The headings in this Agreement are for convenience only and do not affect the construction of this Agreement.
2. Performance of Services/No Assignment. Time is of the essence in the performance of the Services. Consultant represents that it is skilled in the professional discipline necessary to perform the services ("Services") under this Agreement. Consultant will perform its Services in a skillful manner, comply fully with criteria established by District, and with applicable laws, codes, and all applicable professional standards. Consultant shall not contract any portion of the Services or otherwise assign this Agreement without prior written approval of District. (Consultant shall remain responsible for compliance with all terms of this Agreement, regardless of the terms of any such assignment.) Consultant's authorized representative is the individual signing this Agreement unless Consultant otherwise informs District in writing. The granting of any payment, and any inspections, reviews, approvals or oral statements by any District representative, or certification by any governmental entity, shall in no way limit or waive Consultant's obligations under this Agreement.
3. Phases and Performance Requirements. Consultant shall maintain a quality control program to ensure quality services and deliverables, and shall permit District the right to review the services or deliverables hereunder during development in accord with normal industry standards, for example, the submittal of schematic, design development and/or construction documents in the case of architectural/engineering services. Consultant shall advise District of safety, maintenance, cost, life-cycle cost, and cost/benefit factors associated with equipment, systems, or materials specifications developed under this Agreement; and shall conduct independent investigations as necessary to coordinate, verify and/or take steps as necessary to properly interface with existing conditions, available reports and studies, consultants and/or contractors. If requested, Consultant shall make available to District its design calculations and justifications for its recommendations, designs or other deliverables.
4. Competition. Unless otherwise permitted in writing by District, Consultant shall not specify unique, innovative, proprietary or sole source equipment, systems or materials. In the event Consultant requests a proprietary or sole source design or equipment, Consultant shall provide District with a written evaluation of whether all periodic maintenance and replacement of parts, equipment or systems, can be performed normally and without excessive cost or time. District will consider such evaluation in making its decision.
5. Records and Payment Requests. Consultant shall submit all billings with all necessary invoices or other appropriate evidence of performance, after which District shall make payment within thirty (30) days. District shall have the right to audit the Consultant's work records. Consultant shall make available to District, its authorized agents, officers, or employees, any and all ledgers, books of accounts, invoices, vouchers, cancelled checks, and other records or documents evidencing or relating to the expenditures and disbursement charged to District, for examination. Consultant shall furnish to District, its authorized agents, officers, or employees, such other evidence or information as District may require with regard to any such expenditure or disbursement charged by Consultant. Consultant shall maintain all documents and records prepared by or furnished to Consultant during the course of performing the services for at least three (3) years following completion of the Services, except that all such items pertaining to hazardous materials shall be maintained for at least thirty (30) years. Such records include, but are not limited to, correspondence, internal memoranda, calculations, books and accounts, accounting records documenting its work under its Agreement, and invoices, payrolls, records and all other data related to matters covered by this Agreement. Consultant shall permit District to audit, examine and make copies, excerpts and transcripts from such records. The State of California or any federal agency having an interest in the subject of Agreement shall have the same rights conferred to District by this section. Such rights shall be specifically enforceable.
6. Independent Contractor. Consultant is an independent Contractor and does not act as District's agent in any capacity, whatsoever. Consultant is not entitled to any benefits that District provides to District employees, including, without limitation, worker's compensation benefits or payments, pension benefits, health benefits or insurance benefits. Terms within this Agreement regarding direction apply to and concern the result of the Consultant's provision of Services not the means, methods, or scheduling of the Consultant's work. Consultant shall be solely responsible for the means, methods, techniques, sequences and procedures with respect to its provision of Services under this Agreement. Consultant shall pay all payroll taxes imposed by any governmental entity and will pay all other taxes not specifically identified in this Agreement as District's responsibility.
7. Indemnity/Liability. To the extent of its proportionate fault, Consultant shall defend, indemnify and save the Zone 7 Water Agency ("District") and all of their officers, directors, representatives, agents and employees (together "Indemnitees"), from and against any and all claims and liability of any type resulting from Consultant's negligent performance of this Agreement. Consultant shall also defend, indemnify and save harmless, to the extent of its proportionate fault, the Indemnitees, from and against all claims, suits, actions, liability, damages, expense or costs of every nature and description to which the Indemnitees may be subject or put by reason of bodily injury to or death of any person or damage to any property, which directly or indirectly arises out of the Consultant's performance of this Agreement, Consultant's provision of Services, or Consultant's activities related thereto. Defense counsel retained under this section shall be subject to the Indemnitees's reasonable approval. Notwithstanding any provision of this Agreement, the Indemnitees shall not be liable, in contract or tort, for any special, consequential, indirect or incidental damages arising out of or in connection with this Agreement or the Services. The Indemnitees's rights and remedies, whether under this Agreement or other applicable law, shall be cumulative and not subject to limitation.
8. Compliance with Laws; Conflict of Interests. Consultant agrees to comply with all applicable federal and state laws, regulations and policies, as amended, including those regarding discrimination, unfair labor practices, collusion and conflicts of interest. Consultant, its officer, partners, associates, agents, and employees, shall not make, participate in making, or in anyway attempt to use the position afforded them by this purchase order to influence any governmental decision in which he or she knows or has reason to know that he or she has a financial interest under applicable state, federal and local conflict of interest regulations. Consultant represents and warrants that it presently has no interest, and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of work and services required under this Agreement.
9. Confidentiality. Any information, whether proprietary or not, made known to or discovered by Consultant during the performance of or in connection with this Agreement for District, will be kept confidential and not be disclosed to any other person. Consultant will immediately notify District in writing if it is requested to disclose any information made known to or discovered by during the performance of or in connection with this Agreement. These conflict of interest, confidentiality and future service provisions and limitations shall remain fully effective indefinitely after termination of services to District hereunder.
10. Ownership of Results. Any interest (including copyright interests) of Consultant or its contractors or subconsultants (together, "Subconsultants"), in studies, reports, memoranda, computational sheets, drawings, plans or any other documents (including electronic media) prepared by Consultant or its Subconsultants in connection with the Services, shall become the property of District. To the extent permitted by Title 17 of the United States Code, work product produced under this Agreement shall be deemed works for hire and all copyrights in such works shall be the property of District. In the event that it is ever determined that any works created by Consultant or its Subconsultants under this Agreement are not works for hire under U.S. law, Consultant hereby assigns to District all copyrights to such works. With District's prior written approval, Consultant may retain and use copies of such works for reference and as documentation of experience and capabilities.
11. Non-Discrimination Policy. Consultant shall not discriminate against any employee or applicant for employment, nor against any Subconsultant or applicant for a subcontract, because of race, color, religious creed, age, sex, actual or perceived sexual orientation, national origin, disability as defined by the ADA or veteran's status, and shall comply with all applicable laws regarding non-discrimination and equal employment opportunity.
12. Termination and Suspension. District may direct Consultant to terminate, suspend, delay or interrupt Services, in whole or in part, for such periods of time as District may determine in its sole discretion. District may issue such directives without cause. District will issue such directives in writing, and compensate Consultant for its costs expended up to the termination plus reasonable profit thereon only in the event District terminates this Agreement for District's convenience. Consultant may recover no other cost, damage, or expense. Suspension of Services shall be treated as an excusable delay. District may terminate performance of the Services under this Agreement in whole, or from time to time in part, for default, should Consultant commit a material breach of the Agreement, or part thereof, and not cure such breach within ten (10) calendar days of the date of District's written notice to Consultant demanding such cure. In the event District terminates the Agreement for default, Consultant shall be liable to District for all loss, cost, expense, damage and liability resulting from such breach and termination. Consultant shall continue its work throughout the course of any dispute, and Consultant's failure to continue work during a dispute shall be a material breach of this Agreement. Either party's waiver of any breach, or the omission or failure of either party, at any time, to enforce any right reserved to it, or to require strict performance of any provision of this Agreement, shall not be a waiver of any other right to which any party is entitled, and shall not in any way affect, limit, modify or waive that party's right thereafter to enforce or compel strict compliance with every provision hereof.
13. Execution; Venue; Limitations. This Agreement shall be deemed to have been executed in the City of Livermore, Alameda County, California. Enforcement of this Agreement shall be governed by the laws of the State of California, excluding its conflict of laws rules. The exclusive venue for all litigation arising from or relating to this Agreement shall be in Alameda County, California. Except as expressly provided in this Agreement, nothing in this Agreement shall operate to confer rights or benefits on persons or entities not party to this Agreement. As between the parties to this Agreement, any applicable statute of limitations for any act or failure to act shall commence to run on the date of District's issuance of the final Certificate for Payment, or termination of this Agreement, whichever is earlier, except for latent defects, for which the statute of limitations shall begin running upon discovery of the defect and its cause.
14. Non-Judicial Administrative Claim Settlement Procedure For Consultant Claims. In the event of any dispute between Consultant and District regarding any claim by Consultant for time, money, or additional compensation for any reason whatsoever (including, without limitation, any alleged failure of District to make a decision), Consultant shall submit to the District a written and fully documented administrative claim that shall provide a narrative of the pertinent events, Consultant's theory of entitlement, pricing calculations and attaches supporting documentation. District will then review Consultant's fully documented administrative claim, conduct an administrative hearing, and make a final administrative decision thereon. Pursuant to Government Code section 930.2: (i.) Consultant shall initiate this non-judicial settlement procedure by presenting its administrative claim within 60 days of the first event giving rise to the claim or dispute, (ii.) Consultant's timely submittal of the administrative claim and District's decision thereon shall be an unwaivable condition precedent to Consultant thereafter filing a Government Code Claim under the California Government Code Section 901 et seq., (iii.) any and all such Government Code Claims in connection with this Agreement shall be presented to the District no later than 120 days following substantial completion or termination of this Agreement (whichever first occurs); and (iv.), except as so modified, the Government Code claims presentation requirements remain unchanged.

**AMENDMENT TO AGREEMENT NUMBER A13-18-BIG**

This AMENDMENT TO AGREEMENT NUMBER A13-18-BIG ("Amendment") is made and entered into as of this 1<sup>st</sup> day of July, 2013 by and between the ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION DISTRICT, acting by and through its **ZONE 7 WATER AGENCY** ("District"), and **BIG VALLEY TERMITE & PEST CONTROL, INC.** ("Consultant") with respect to that certain Agreement Number A13-18-BIG dated (August 3, 2012), ("Agreement"), pursuant to which **BIG VALLEY TERMITE & PEST CONTROL, INC.** provides services for Pest Control Services. This Amendment is made with respect to the following facts:

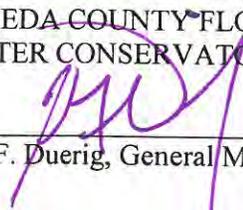
- A. Agreement Number A13-18-BIG expired on June 30, 2013.
- B. BIG VALLEY TERMITE & PEST CONTROL, INC performance under Agreement Number A13-18-BIG has been to District's satisfaction.
- C. District desires to extend Agreement Number A13-18-BIG for a one year term of July 1, 2013 through June 30, 2014. This is the first of two available time extension options available under the contract.

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which are acknowledged, District and **BIG VALLEY TERMITE & PEST CONTROL, INC.** agree to amend Agreement Number A13-18-BIG as follows:

- 1. New Term: July 1, 2013 – June 30, 2014.
- 2. Agreement Not-to-Exceed Amount of \$20,000.

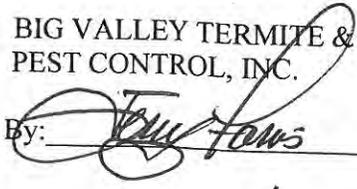
Except as otherwise set forth herein, and to the extent necessary to give effect to the provisions hereof, the terms and conditions of Agreement Number A13-18-BIG shall remain unchanged and in full force and effect.

ALAMEDA COUNTY FLOOD CONTROL  
& WATER CONSERVATION DISTRICT, ZONE 7

By:   
G. F. Duerig, General Manager

Date 7-22-13

BIG VALLEY TERMITE &  
PEST CONTROL, INC.

By: 

Date 7/17/13



3958 Valley Avenue, Suite E, Pleasanton, CA 94566  
Phone: 925-462-9900 ♦ Fax: 925-462-9906  
License No. OPR 9061 & OPR 8146  
[JFarris@BigValleyTermite.com](mailto:JFarris@BigValleyTermite.com)

**Commercial ♦ Industrial ♦ Institutional ♦ Residential**

June 4, 2012

Zone 7 Water Agency  
Attn: Purchasing – RFP 02-2012  
100 North Canyons Parkway  
Livermore, CA 94551

Original

Re: Pest Control Services

First; thank you for allowing us to submit the following proposal for pest control service.

Second; we are taking the liberty of submitting one proposal with three optional proposals:

Proposal No. 1 addresses IPM services for all facilities, utilizing rodenticides in bait stations for the control of ground squirrels.

Proposal No. 2 provides an additional service option for ground squirrels, live trapping. This would be in addition to the bait stations with rodenticide but would be used initially to thin the squirrel population in close proximity to the water reservoirs to keep pesticides away from the water. We propose to use live-trapping initially to reduce the populations and as an option if populations increase at various times of the year.

Proposal No. 3 provides an additional service option for ground squirrels in lieu of live trapping. This involves using Fumitoxin (Aluminum Phosphide Gas) inside the burrows. We contacted Alameda County Ag Department and inquired if Fumitoxin was acceptable for this use and how close to the reservoirs we could use the product. Their answer is yes it is legal and acceptable and that we could use it within inches of the water. We propose to use Fumitoxin initially to reduce the populations and as an option if the populations increase at various times of the year.

Proposal No. 4 provides snake repellent applications around perimeter of Patterson Pass, Del Valle and any other sites with snake problems.

Third; we can and would be happy to provide weed control for your facilities.

We would like to introduce you to some aspects of our company. Big Valley Termite and Pest Control, Inc. (BVT) is a locally owned and operated SLEB certified company that has successfully competed against the large and not so large pest control companies in the Bay Area for over 23 years. All revenues generated by BVT are reinvested back into the local economy.

Our founder and owner Jean Melton has been in this industry for over 26 years. She began her pest control career with a small Pleasanton company and after 4 years of hard work and observation, Jean started her own company. BVT was founded on the concept of "Customer Service and Satisfaction".

Jean is so well thought of in the Pest control industry that she was recommended to Governor Grey Davis to sit on the California Structural Pest Control Board (SPCB), this is the state entity that oversees the pest control industry. Governor Davis did appoint Jean to the board and Governor Schwarzenegger reappointed her. Jean has served an unprecedented 3 terms as President and 2 terms as Vice President of SPCB.

The National Pest Management Association (NPMA) recently nominated Jean for their annual award of NPMA's Woman of Excellence.

BVT is a full service provider. We are licensed to provide pest control services for general pest, termites, birds, bats, gophers, ground squirrels, raccoons and most other pests. We are also general contractors and can take care of your repair, remodeling and construction needs.

BVT and our technicians are QualityPro Certified through National Pest Management Association. We recommend and encourage utilizing "Green Pest Control Methodology". This is comprised of first inspecting the property to determine if and which pests are present and addressing exclusion, sanitation and landscape modification before any pesticides are applied. We then will apply pesticides through a precision treatment to the infested areas instead of "Carpet Bombing" the facility. We still carry and use the synthetically manufactured traditional pesticides and will use the conventional methods if you prefer.

BVT and its affiliates are licensed in Alameda, Contra Costa, Fresno, Madera, Merced, Sacramento, San Joaquin, San Mateo, Santa Clara, Solano, Stanislaus and Tulare Counties. Due to our industry relationships throughout the state, we are also able to subcontract with quality pest and termite control companies in literally all areas of California.

We provide service to commercial, industrial, institutional and residential properties in seven Bay Area Counties. We are licensed with the Structural Pest Control Board for Branches 2 and 3. We also have three QAL licenses with the Department of Pesticide Regulation to perform AG work for landscape, right of way, structural and commodity fumigations. In addition, we are licensed with California Department of Fish and Game for live trapping.

We practice IPM in all aspects of our business. The degree of IPM is adjusted to our customers' needs, budget and requests. But regardless, of the customer we always provide an IPM inspection with a report of our findings and recommendations. We are QualityPro Certified as a company and individual technicians. I personally teach IPM for the industry and on an as needed basis for select customers.

We have been providing IPM services for numerous Alameda County owned buildings since June 2011 and were awarded the IPM contract for all Alameda County owned buildings commencing July 2012. We have worked closely with Wade Finlinson at Alameda County in developing their IPM program.

On a personal note; I worked with Narish Dugal from Santa Clara County for several years and provided IPM services for their buildings. I was General Manager for another company at the time. Narish is recognized as an expert in IPM worldwide. I have also sat on a Structural Pest Control Board committee with the California Water Quality department to oversee and reduce the pesticides in our ground water.

We have eight trained and licensed technicians that are available to provide IPM services. Three, soon to be four, trained and licensed technicians which are available to provide Ag services. Two licensed trappers.

We prefer and recommend that we have at minimum three technicians trained and familiar with your locations but one primary for providing the service. This provides backup in case there is illness, vacations and etc.

# Proposal No. 1: Rodenticides only for ground squirrel abatement

## Service Procedures (Scope of Service)

### 1. All Locations

- a. Provide Pest Control Log Book
  - i. Contents
    1. Pest Control Procedures; Certificate of Insurance; Schematic with equipment placement; Labels and MSDS; Licenses and Certificates; Pesticide Usage Log; Pest Activity Report; Service Records; IPM Reports
- b. Perform IPM inspection of facility (interior, exterior and grounds)
  - i. Look for structural, sanitation, landscaping and other conditions that may be conducive to pest infestations
  - ii. Provide written and verbal (when possible) reports of findings and recommendations
    1. Written report will have pricing for those items that we are qualified to remedy
    2. Digital Photos will be provided as supplemental documentation within five work days of the inspection.
- c. Rodent control (mouse and rat)
  - i. Exterior
    1. Install secure, tamper resistant, exterior, rodent bait stations
  - ii. Interior
    1. Install a combination of glue and snap traps as needed. Both will be in protective boxes to avoid accidental encounters with workers
- d. Insect control (ants, cockroaches, earwigs, fleas, spiders and non-wood destroying beetles).
  - i. Exterior
    1. Remove spider webs from exterior of buildings (up to 20 feet high)
    2. Remove wasp nests from exterior of buildings (up to 20 feet high)
    3. Treatment as needed or requested. Treat exterior with least hazardous pesticides available which will eliminate the infestation.
      - a. Where possible and practical containerized baits will be utilized to eliminate the infestation and removed afterwards.
  - ii. Interior
    1. Remove spider webs from interior of buildings (up to 20 feet high)
    2. Remove wasp nests from interior of buildings (up to 20 feet high)
    3. Install pest monitors in office and work areas to determine pest issues including type of pest, area of infestation/entry and intensity of infestation
    4. Treat interior on an as needed or requested basis with the least hazardous pesticides available which will eliminate the infestation.
      - a. Where possible and practical containerized baits will be utilized to eliminate the infestation and removed afterwards.
- e. Ground squirrel control
  - i. Exterior
    1. Place ground squirrel bait stations along fence line, approximately every 50 to 75 feet
    2. Place ground squirrel bait stations no closer than 50 feet to water holding reservoirs
- f. Snake control
  - i. Exterior
    1. Reduction of ground squirrel, mouse and rat populations will have a huge affect on snake infestations

- a. Budget wise, we recommend thinning the rodent population for snake control
2. There are several "Green" products available for repelling snakes. They work well, but must be constantly applied (every 30 days). The products are relatively expensive.
3. We have provided snake repellent as a separate line item at an hourly rate
2. **Patterson Pass Water Treatment Plant – 8750 Patterson Pass Road, Livermore – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 24 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 24 ground squirrel bait stations
3. **Del Valle Water Treatment Plant – 601 E. Vallecitos Road, Livermore – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 36 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 24 ground squirrel bait stations
4. **Parkside Office – Wellfield Distribution – 5997 Parkside Drive, Pleasanton – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
5. **Mocho 1 – 2722 Santa Rita Road, Pleasanton – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 2 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
6. **Mocho 2 – 2552 Santa Rita Road, Pleasanton – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 2 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
7. **Mocho 3 – 2703 Santa Rita Road, Pleasanton – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
8. **Mocho 4 and Demineralization Facility – 5215 Stoneridge Drive, Pleasanton – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 8 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 4 ground squirrel bait stations
9. **COL 1 – 2655 El Charro Road, Livermore – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 4 each secure, tamper resistant, exterior, rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 4 ground squirrel bait stations
10. **COL 2 – 2633 El Charro Road, Livermore – total facility**
  - a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 4 ground squirrel bait stations
11. **Hopyard 6 – 5997 Parkside Drive Pleasanton – total facility**

- a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
- 12. Hopyard 9 – Pleasanton Sports Park, Pleasanton – total facility**
- a. Rodent control (mouse and rat)
    - i. Approximately 2 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
- 13. Stoneridge (Pump House) – 750 Stoneridge Drive, Pleasanton – total facility**
- a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
- 14. Silver Oaks Booster Station – End of Silveroaks Way, Livermore – total facility**
- a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
- 15. Airport Rate Control – Airway Boulevard and Kittyhawk Road, Livermore – total facility**
- a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations
- 16. Vasco Rate Control – Northfront Road, Livermore – total facility**
- a. Rodent control (mouse and rat)
    - i. Approximately 4 rodent bait stations
  - b. Ground squirrel control
    - i. Approximately 2 ground squirrel bait stations

## **Proposal No. 2: Live trapping for ground squirrel abatement**

1. California Fish and Game Trapping Regulations states the following:
  - a. Live catch traps must be inspected a minimum of once per day with all trapped animals removed and disposed of that day
  - b. The regulations states that either the trapper (Big Valley Termite and Pest Control) or the property owner/manager or their designee can inspect the traps
  - c. If the trapper is to inspect the traps we will have to charge a daily trap inspection fee
  - d. If Zone 7 or their designee inspects that traps once per day calling the trapper for animal removal the inspection fee will be waived
2. Program Cost
  - a. Trap placement and monthly rental fee
    - i. \$25.00 per multi-catch trap
  - b. Daily trap inspection fee
    - i. \$65.00 per site
  - c. Animal removal and disposal fee
    - i. \$75.00 for first 6 animals per day per site

We recommend placing live catch traps at Patterson Pass (8), Del Valle (8), COL 1 (2) and COL 2 (2).

## **Proposal No. 3: Fumitoxin (Aluminum Phosphide gas) for ground squirrel abatement**

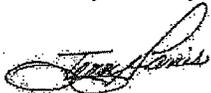
1. Application of Fumitoxin requires the following
  - a. QAC or QAL license from Department of Fish and Game
  - b. Restricted Use Permit for Alameda County AG Department
  - c. Application day Fumigation Plan
  - d. Posting of danger signs around treatment areas
2. Procedures
  - a. Locate all tunnels/burrows
  - b. Place 12 grams of Fumitoxin in each burrow
  - c. Stuff burrow with wadded up newspaper or other such item
  - d. Cover opening with dirt
    - i. The paper and dirt keep the gas enclosed inside the burrow
3. Fumitoxin
  - a. Applied in dry tablet form
  - b. Activated by ground moisture it becomes a gas
  - c. Most, approximately 99%, of squirrels will die inside their burrows
  - d. Fumitoxin is not transferred to carnivores which eat the squirrels
4. Program Cost
  - a. This is a labor intensive program and requires that we treat by the man-hour
  - b. \$110.00 per man hour including material

## **Proposal No. 4: Application of "Green" snake repellants**

1. We use a granular repellants for snakes which is considered a "Green" product
  - a. Active ingredients
    - i. Clove oil, Cinnamon oil and Cedar oil
2. Program Cost
  - a. \$110.00 per man hour including material

Please do not hesitate to contact me at the above numbers or email address. Your suggestions and questions are always welcome.

Thank you for your continued support and business,



Jerry Farris  
Vice President, Commercial Division  
Director, Quality Assurance

*For your convenience we now accept Master Card, Visa and Discover Cards. Please call or email for additional information.*



3958 Valley Avenue, Suite E, Pleasanton, CA 94566  
Phone: 925-462-9900 ♦ Fax: 925-462-9906  
License No. OPR 9061 & OPR 8146  
[JFarris@BigValleyTermite.com](mailto:JFarris@BigValleyTermite.com)

Commercial ♦ Industrial ♦ Institutional ♦ Residential

## Services Offered

### Pest Control

- Real Estate Inspections
- Integrated Pest Management
- Organic Options
- Mouse & Rat Exclusion
- Bird Exclusion
- Gopher Abatement
- Squirrel Abatement
- Bat Abatement
- Ants
- Earwigs
- Fleas
- Mice
- Mites
- Rats
- Roaches
- Silverfish
- Spiders & Spider Webs
- Stored Product Pest
- Wasp & Bees

### Termite Control

- Real Estate Inspections
- Real Estate Reports
- Identification
- Treatment
- Section 1 Repair
- Service Agreements (Annual Inspection)
- Termite Monitoring Stations

### Construction

- Bath Remodel
- Kitchen Remodel
- Tile
- Decks
- Custom Flooring
- Windows
- Doors
- Insulation



**EXHIBIT D  
BID FORM**

**IFB NO. 02-2012 - Pest Control Services**

<b>FACILITY: PATTERSON PASS WATER TREATMENT PLANT</b>						
Address: 8750 Patterson Pass Rd. Livermore, CA 94550	<b>FACILITY CONTACT</b>	<b>Specified Pests</b>	<b>INTERIOR SRVS.</b>	<b>EXTERIOR SRVS.</b>	<b>SERVICE FREQUENCY</b>	<b>COST</b>
<b>Patterson Pass Water Treatment Plant - Main Bldg.</b>	Rick Andersen, Facility Supervisor 925.447.6703, x209	ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	Every Other Month (EOM)	\$
<b>Patterson Pass Water Treatment Plant - Ultrafiltration Facility</b>		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
<b>Patterson Pass Water Treatment Plant - Conference room/offices/storage area</b>		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
<b>Patterson Pass Water Treatment Plant - Generator Building</b>		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
<b>Patterson Pass Water Treatment Plant - Storage Building</b>		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
<b>Total Cost of Pest Control Services for Patterson Pass Water Treatment Plant</b>						<b>\$340.00</b>
<b>Total Cost</b>						<b>\$340.00</b>
						<b>X 6 Months</b>
						<b>TOTAL ANNUAL COST</b>
						<b>\$2,040.00</b>

FACILITY: DEL VALLE WATER TREATMENT PLANT							
Address: 601 E. Vallecitos Rd., Livermore, CA 94550	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST	
Del Valle Water Treatment Plant - Main Bldg. (includes all rooms in the building including the filter gallery and phone room)	Rich Gould, Facility Manager, 925.447.6704, x113, or cell - 925.519.3109	ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Water Quality Laboratory Bldg.		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Maintenance Shop -		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Electrical Room (connected to the Maint. Shop)		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Electrical/Instrumentation/Storage		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Hazardous Materials Storage Bldg.		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	as needed	X	EOM	\$	
Del Valle Water Treatment Plant - Maintenance Trailer		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	

FACILITY: DEL VALLE WATER TREATMENT PLANT - CON'T.						
Address: 601 E. Vallecitos Rd., Livermore, CA 94550	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST
Del Valle Water Treatment Plant - DAF Building		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
Del Valle Water Treatment Plant - Booster Pump Station	Rich Gould, Facility Manager, 925.447.6704, x113, or cell - 925.519.3109	ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
Del Valle Water Treatment Plant - Solids Handling Building		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
<b>Total Cost of Pest Control Services for Del Valle Water Treatment Plant</b>						\$482.00
						X 6 Months
						\$2,892.00
						<b>TOTAL ANNUAL COST</b>

FACILITY: DISTRIBUTION (WELL FIELD SITES)						
Location(s):	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST
Parkside Office - Wellfield Distribution - 5997 Parkside Dr., Pleasanton	Allan Dahlquist, Facility Manager, 925.484.5540	ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	X	X	EOM	\$122.50
Mochio 1 - 2722 Santa Rita Rd., Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$36.50

FACILITY: DISTRIBUTION - CONIT. Location(s):	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST	
Miocho 2 - 2552 Santa Rita Rd., Pleasanton	Allan Dahlquist, Facility Manager, 925.484.5540; cell - 925.786.5433	ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$36.50	
Miocho 3 - 2703 Santa Rita Rd., Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$66.00	
Miocho 4 & Demineralization (Demin.) Facility - 5215 Stoneridge Dr., Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$115.00	
COL 1 (Chain of Lakes) - 2655 El Charro Rd., Livermore		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	X	X	EOM	\$73.00	
COL 2 - 2633 El Charro Rd., Livermore		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	X	X	EOM	\$48.50	
Hopyard 6 - 5997 Parkside Dr. Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50	
Hopyard 9 - Pleasanton Sports Park, Pleasanton,		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$36.50	
Stoneridge (Pump house) - 750 Stoneridge Dr., Pleasanton,		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50	

FACILITY: DISTRIBUTION - CONT. Location(s)	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST	TOTAL ANNUAL COST	
Silver Oaks Booster Station - End of Silveroaks Way, Livermore	Allan Dahlquist, Facility Manager, 925.484.5540; cell - 925.786.5433	ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50	\$4,452.00	
Airport Rate Control - Airway Blvd. and Kittyhawk, Livermore,		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50		
Vasco Rate Control - Northfront Road, Livermore		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50		
<b>Total Cost of Pest Control Services for Distribution Facilities</b>							Total Cost \$742.00	X 6 Months \$4,452.00
<b>Total Cost for all locations</b>							\$1,564.00	x 6 Months \$9,384.00

The above costs include all materials, equipment, and labor

Estimated Initial Material Cost (including labor) \$3,525.00

As Needed Services Outside the Scope of Services Cost Per Hour \$95.00 (plus materials)

Emergency Call out Services Cost per Hour \$95.00

TOTAL ANNUAL COST

**APPENDIX C  
INSURANCE**

This is an appendix attached to, and made a part of, the Professional Services Agreement dated 8-3-12 ("Agreement") between THE ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION DISTRICT, commonly known as ZONE 7 WATER AGENCY ("District") and Big Valley Termite and Pest Control, Inc. ("Consultant"), for the provision of professional services ("Services").

1. **Consultant's Duty to Show Proof of Insurance.** Prior to the execution of this Agreement, Consultant shall furnish to District satisfactory proof that Consultant has taken out for the entire period required by this Agreement, as further described below, the following insurance, in a form satisfactory to District and with an insurance carrier satisfactory to District, authorized to do business in California and rated by A. M. Best & Company A- or better, financial category size VII or better, which will protect those described below from claims described below which arise or are alleged to have arisen out of or result from the acts or omissions of Consultant for which Consultant may be legally liable, whether performed by Consultant, or by those employed directly or indirectly by it, or by anyone for whose acts Consultant may be liable:

1.1 Commercial General Liability Insurance. Commercial general liability insurance, written on an "occurrence" basis, which shall provide coverage for bodily injury, death and property damage resulting from operations, products liability, blasting, explosion, collapse of buildings or structures, damage to underground structures and utilities, liability for slander, false arrest and invasion of privacy arising out of construction management operations, blanket contractual liability, broad form endorsement, a construction management endorsement, products and completed operations, personal and advertising liability, with per location limits of not less than \$2,000,000 general aggregate and \$1,000,000 each occurrence.

1.2 Business Automobile Liability Insurance. Business automobile liability insurance with limits not less than \$1,000,000 each occurrence including coverage for owned, non-owned and hired vehicles.

1.3 Workers' Compensation Insurance. Workers' Compensation Employers' Liability limits not less than \$1,000,000 each accident, \$1,000,000 per disease and \$1,000,000 aggregate. Consultant's Workers' Compensation Insurance policy shall contain a Waiver of Subrogation. In the event Consultant is self-insured, it shall furnish Certificate of Permission to Self-Insure signed by Department of Industrial Relations Administration of Self-Insurance, State of California.

~~1.4 Professional Liability Insurance. Professional Liability Insurance, either (a) specific to this Project only, with limits not less than \$1,000,000 each claim, or (b) limits of not less than \$1,000,000 each claim and aggregate, all with respect to negligent acts, errors or omissions in connection with services to be provided under this Agreement, and any deductible not to exceed \$5,000 for each claim, with no exclusion for claims of one insured against another insured and with tail coverage for a period of five (5) years after the completion of the Services.~~

1.5 Pollution and Environmental Liability. Pollution and Environmental Liability with limits not less than \$1,000,000 per occurrence.

2. Insurance policies shall contain an endorsement containing the following terms:

2.1 Additional Insureds. On Consultant's Commercial General Liability policy and Automobile Liability Policy, Alameda County, Alameda County Flood Control and Water Conservation District, its Zone 7 Water Agency and their affiliates, directors, officers, officials, partners, representatives, employees, consultants, subconsultants and agents, shall be named as additional insureds, but only with respect to liability arising out of the activities of the named insured, and there shall be a waiver of subrogation as to each named and additional insured.

2.2 The policies shall apply separately to each insured against whom claim is made or suit is brought except with respect to the limits of the company's liability.

2.3 Written notice of cancellation, non-renewal or of any material change in the policies shall be mailed to District thirty (30) days in advance of the effective date thereof. Certificates of Insurance and Endorsements shall have clearly typed thereon the title of the Agreement, shall clearly describe the coverage and shall contain a provision requiring the giving of written notice described above

2.4 Insurance shall be primary insurance and no other insurance or self insured retention carried or held by any named or additional insureds other than that amount Consultant shall be called upon to contribute to a loss covered by insurance for the named insured.

2.5 Nothing herein contained shall be construed as limiting in any way the extent to which Consultant or any of its permitted Subconsultants may be held responsible for payment of damages resulting from their operations. If Consultant fails to maintain any required insurance, District may take out such insurance, and deduct and retain amount of premium from any sums due Consultant under this Agreement.

END OF APPENDIX C

APPENDIX "B-1" - PAYMENT TERMS

EXHIBIT D

Payment Schedule - 7/1/13 through 6/30/13

IFB NO. 02-2012 - Pest Control Services

FACILITY: PATTERSON PASS WATER TREATMENT PLANT		Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST	TOTAL ANNUAL COST
Address: 8750 Patterson Pass Rd. Livermore, CA 94550	FACILITY CONTACT						
Patterson Pass Water Treatment Plant - Main Bldg.	Rick Andersen, Facility Supervisor 925.447.6703, x209	ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	Every Other Month (EOM)	\$	
Patterson Pass Water Treatment Plant - Ultrafiltration Facility		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Patterson Pass Water Treatment Plant - Conference room/offices/storage area		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Patterson Pass Water Treatment Plant - Generator Building		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Patterson Pass Water Treatment Plant - Storage Building		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
<p><b>Total Cost of Pest Control Services for Patterson Pass Water Treatment Plant</b></p> <p>Total Cost <del>\$340,000</del> FY 12/13 <del>\$2,040,000</del></p>							<p>X B Months</p>

TOTAL ANNUAL COST

FY 13/14 \$ 350.00 X 12 mos \$ 4200.

FACILITY: DEL VALL WATER TREATMENT PLANT							
Address: 601 E. Vallecitos Rd., Livermore, CA 94550	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST	
Del Valle Water Treatment Plant - Main Bldg. (includes all rooms in the building including the filter gallery and phone room)	Rich Gould, Facility Manager, 925.447.6704, x113, or cell - 925.519.3109	ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Water Quality Laboratory Bldg.		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Maintenance Shop -		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Electrical Room (connected to the Maint. Shop)		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Electrical/Instrumentation/Storage		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	
Del Valle Water Treatment Plant - Hazardous Materials Storage Bldg.		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	as needed	X	EOM	\$	
Del Valle Water Treatment Plant - Maintenance Trailer		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$	

FACILITY: DEL VAIL WATER TREATMENT PLANT - CON'T.						
Address: 601 E. Vallecitos Rd., Livermore, CA 94550	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST
Del Valle Water Treatment Plant - DAF Building		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
Del Valle Water Treatment Plant - Booster Pump Station	Rich Gould, Facility Manager, 925.447.6704, x113, or cell - 925.519.3109	ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
Del Valle Water Treatment Plant - Solids Handling Building		ground squirrels, mice, rats, ants, beetles, fleas, roaches, spiders, wasps, snakes	X	X	EOM	\$
<b>Total Cost of Pest Control Services for Del Valle Water Treatment Plant</b>						<del>\$482.00</del>
						X 6 Months
						Total Cost
						X 12 mo
						\$2,892.00
						TOTAL ANNUAL COST
						\$952.00

FACILITY: DISTRIBUTION (WELL FIELD SITES)						
Location(s):	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST
Parkside Office - Wellfield Distribution - 5987 Parkside Dr., Pleasanton	Allan Dahlquist, Facility Manager, 925.484.5540	ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	X	X	EOM	\$122.50
Mocho 1 - 2722 Santa Rita Rd., Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$36.50

FACILITY: DISTRIBUTION - CONT. Location(s):	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST
Mocho 2 - 2552 Santa Rita Rd., Pleasanton	Allan Dahlquist, Facility Manager, 925.484.5540; cell - 925.786.5433	ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$36.50
Mocho 3 - 2703 Santa Rita Rd., Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$56.00
Mocho 4 & Demineralization (Demin.) Facility - 5215 Stoneridge Dr., Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$115.00
COL 1 (Chain of Lakes) - 2655 El Charro Rd., Livermore		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	X	X	EOM	\$73.00
COL 2 - 2633 El Charro Rd., Livermore		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	X	X	EOM	\$48.50
Hopyard 6 - 5997 Parkside Dr. Pleasanton		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50
Hopyard 9 - Pleasanton Sports Park, Pleasanton,		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$36.50
Stoneridge (Pump house) - 750 Stoneridge Dr., Pleasanton,		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50

FACILITY: DISTRIBUTION - CONT. Location(s):	FACILITY CONTACT	Specified Pests	INTERIOR SRVS.	EXTERIOR SRVS.	SERVICE FREQUENCY	COST		
Silver Oaks Booster Station - End of Silveroaks Way, Livermore	Allan Dahlquist, Facility Manager, 925.484.5540; cell - 925.786.5433	ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50		
Airport Rate Control - Airway Blvd. and Kittyhawk, Livermore,		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50		
Vasco Rate Control - Northfront Road, Livermore		ants, spiders, beetles, fleas, mice, rats, roaches, wasps, snakes	as needed	X	EOM	\$41.50		
<b>Total Cost of Pest Control Services for Distribution Facilities</b>							<b>\$742.00</b>	X 12 Months <b>\$ 8904.</b>

Total Cost		\$ 1588	X 12 Months	\$ 19,056.00
Total Cost for all locations				

The above costs include all materials, equipment, and labor

Estimated Initial Material Cost (including Labor)	\$3,525.00	
As Needed Services Outside the Scope of Services	\$95.00	(plus materials)
Emergency Call out Services	\$95.00	

TOTAL ANNUAL COST

*Attachment to Section 9 - Provision C.9 Pesticides Toxicity Controls*

**ZONE 7 WATER AGENCY**



**Request For Proposals No. 02-2012**

**Issued May 17, 2012**

**For**

PEST CONTROL SERVICES

**Non-Mandatory Site Visit: May 24, 2012**

9:00 – 10:30 a.m.; Del Valle Water Treatment Plant, 601 E. Vallecitos Rd.  
Livermore  
11:00 – 12:00 p.m.; Patterson Pass Water Treatment Plant, 8750 Patterson Pass Rd.,  
Livermore  
1:30 p.m. – 4:30 p.m. Distribution/Wellfield locations. Meet at 5997 Parkside Dr.,  
Pleasanton

**Question Deadline:** 3:00 p.m. local time, May 30, 2012

**Submittal Deadline:** 2:00 p.m. local time, June 7, 2012

**Submittal Location:** Zone 7 Water Agency  
Attn: Purchasing - RFP 02-2012  
100 North Canyons Parkway  
Livermore, CA 94551

**Contact Person:** Karen Bartels  
Buyer II  
Phone: 925.454.5039  
Fax: 925.454.5725  
Email: [kbartels@zone7water.com](mailto:kbartels@zone7water.com)

## **ABOUT ZONE 7 WATER AGENCY**

Zone 7 Water Agency, (hereinafter referred to as District) is part of the Alameda County Flood Control and Water Conservation District, which is a dependent special district of Alameda County. The District is responsible for providing wholesale treated and untreated water, flood control and groundwater management in the Livermore-Amador Valley.

The District's Administrative office is located at 100 North Canyons Parkway, Livermore, CA 94551. The District has two main operations facilities located in Livermore and distribution sites located throughout the cities of Pleasanton and Livermore, CA.

### **1.0 REQUEST FOR PROPOSAL**

The District is seeking professional, qualified and experienced pest control management services for District facilities. Pest control services shall include the use of Integrated Pest Management (IPM). IPM is a process for achieving long-term environmentally sound pest suppression and prevention through the use of a wide variety of technological and management practices. Control strategies in an IPM program include:

- Inspection, monitoring and record-keeping to determine if thresholds for acceptable pest levels have been exceeded and to select the location, timing, and type of management strategies needed to successfully manage pests.
- Coordination among all facilities management programs that have a bearing on the pest control effort.
- Appropriate and site-specific treatments are selected from educational, cultural, manual, mechanical, physical, biological, and chemical strategies. They are used within an integrated program to achieve long-term solutions that minimize hazards to human health and the environment.
- Reduced-risk chemical controls are included in the treatment program when non-chemical methods are insufficient to solve the pest problem in an effective and affordable manner.

It is the intent of these specifications to describe the pest control services required by the District, and to procure the most environmentally preferable products and methods with equivalent or higher performance and at equal or lower cost than traditional products.

District locations stated or not in this RFP may be added or deleted at any time during the term of the contract and any extensions thereof. The Contractor will be notified prior to the addition or deletion of locations.

The District intends to award a one (1 year) contract with the option to renew annually for up to 4 additional years to the Bidder selected as the lowest responsive and responsible bidder(s) meeting the District's requirements as stated in this RFP.

The successful Proposer will be expected to execute the Services Agreement included with this RFP.

## **2.0 Calendar of Events**

1. RFP Release May 17, 2012
2. Pre-Proposal Meeting – Site Visits May 24, 2012  
9:00 – 10:30 a.m.; Del Valle Water Treatment Plant, 601 E. Vallecitos Rd.  
Livermore  
11:00 – 12:00 p.m.; Patterson Pass Water Treatment Plant, 8750 Patterson Pass  
Rd., Livermore  
1:30 p.m. – 4:30 p.m. Distribution/Wellfield locations. Meet at 5997 Parkside Dr.,  
Pleasanton
3. Due Date for Questions & Clarifications 3:00 p.m., May 30, 2012
4. Proposal Due Date 2:00 p.m. June 7, 2012
5. Anticipated Final Selection June 14, 2012
5. Contract Start Date July 1, 2012

*This schedule is subject to change as necessary*

## **3.0 ACRONYMS AND ABBREVIATIONS USED HEREIN**

<u>This:</u>	<u>Means:</u>
BPO	Blanket Purchase Order
RFP	Request For Proposal
District	Zone 7 Water Agency
Contractor	Successful Proposer
IPM	Integrated Pest Management
NPDES	National Pollutant Discharge Elimination System

## **4.0 SCOPE OF SERVICES**

### **4.1 Background**

On June 16, 2010, Zone 7 Water Agency's Board of Directors unanimously passed a resolution establishing Zone 7's Integrated Pest Management (IPM) Policy on pesticide use at Zone 7 facilities. The purpose and intent of this policy is to ensure that all those who apply pesticides to property owned or managed by Zone 7, utilize integrated pest management practices to eliminate or

reduce pesticide applications on Zone 7 owned property to the maximum extent feasible, and take all reasonable precautions to ensure that pest control activities do not threaten the environment or human health. A copy of Zone 7's IPM is attached. (Exhibit A)

The Clean Water Program was formed jointly by public agencies in Alameda County per a Memorandum of Agreement. The member agencies include the fourteen (14) cities in Alameda County, the County of Alameda, the Alameda County Flood Control and Water Conservation District, and Zone 7 Water Agency. The member agencies jointly share in the responsibilities to carry out the requirements of the Municipal Regional Stormwater National Pollutant Discharge Elimination System (NPDES) Municipal Storm Water Permit (MRP), NPDES No. CAS612008, Order No. R2-2009-0074, issued by the California Regional Water Quality Control Board, San Francisco Bay Region.

#### 4.2 Scope of Services

The Contractor shall furnish all supervision, labor, materials, and equipment, necessary to accomplish the monitoring, trapping, pesticide application, and complete and comprehensive control of pests, specified and unspecified, present at various District locations. The Contractor shall also provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.

All pest control services shall be performed in accordance with Federal, State and Local rules and regulations presently established, or those which may be established during the term of the any contract awarded by way of this RFP. Any and all chemical products used shall be approved for their intended use, and applied in a manner consistent with regulations established by the State of California-Cal OSHA.

Pest control services shall be performed in all buildings, grounds and well sites listed on Exhibit B, occupied or unoccupied, including, but not limited to, offices, basements, crawl spaces, storage areas /rooms, closets, baseboards, plumbing and heating pipes, shelves, elevators, dumb waiters and surroundings pits, walls / enclosures, kitchen, dining room, food preparation and storage areas, loading platforms, refuse containers and surrounding storage areas, locker rooms, lavatory and shower areas, hallways, lounge areas, facility grounds in and around building structures. The Contractor shall perform a thorough inspection during every pest control service, including, but not limited to crack and crevice inspection and use of a functional flashlight.

Pests include but are not limited to:

- Spiders, cockroaches and beetles
- Crickets, and other hoppers
- Ants (all species), earwigs, sow bugs, silverfish and other crawling insects
- Snakes
- Lice, mites, bed bugs, fleas and other biting insects
- Wasps, hornets and other stinging insects nesting in the interior or exterior, up to a max. height of two (2) stories
- Flies, moths and other flying insects

- Weevils and other food pests
- Mice, rats, ground squirrels and other rodents

The District has a particular need in mitigating ground squirrels and rattlesnakes at the water treatment facilities, and rodents and spiders at the wellsite buildings. Proposer shall demonstrate their methods for controlling and reducing these and the other pests listed. Exhibit C, Zone 7 Water Agency SOP, Managing Pest Control Services Contract, further describes the services required.

#### 4.2.a. IPM Action Plan

The Contractor shall submit a IPM Action Plan to the District's Purchasing department for each service address/location at least five (5) working days prior to the starting date of the contract. For example, there are three main departments requiring services: Del Valle Water Treatment Plant, Patterson Pass Water Treatment Plant, and the Distribution or Wellfield facilities. Within each of these locations there are sublocations. Upon receipt of the IPM Action Plans, the Buyer will disseminate to each facility supervisor to review. Upon this review, the Buyer will notify the Contractor a decision regarding its acceptability within two (2) working days. If aspects of the IPM Action Plan are incomplete or disapproved, the Contractor shall have two (2) working days to submit revisions. The contractor shall be on-site to perform the initial service visit for each building within the first five (5) working days of the contract. Exhibit N, IPM Action Plan, suggests requirements to include in the plan.

#### 4.3 Frequency/General Work Hours

Pest Control Services shall consist of (1) time every other month on a day to be agreed upon between the facility manager and the Contractor. Facility managers have discretion to revise the schedule. The Contractor shall provide detailed, site-specific recommendations for a service schedule and structural and procedural modifications to aid in pest prevention.

Should the scheduled services not be effective, or interrupt institutional activities, the Contractor shall be required to provide necessary services at alternate times, agreeable to the District facility, at no additional cost. Complaints and unscheduled service requirements, including recall work required between scheduled service visits, shall be handled within twenty-four (24) hours after notification and will be at no additional cost to the District. With District authorization, call backs or additional service may be handled by an individual(s) other than the regular service person, so as to not interfere or delay the scheduled service.

On occasion, the District may request that the Contractor perform as needed, special, or emergency services that are beyond routine service requests. The District requests Contractor be available for emergency eradication services within three (3) hours after receipt of the request. **Contractor shall quote their hourly fee for as needed and emergency eradication services.**

All Contractor(s) personnel working in or around District building/sites shall wear distinctive uniform clothing.

#### 4.4 Check-In/Check-Out

Contractor shall check in prior to performing any services at the Del Valle and Patterson Pass Water Treatment Plant and shall check out after performing services. Check-in/check-out shall consist of entering visitor log book with date, time and signature of technician.

Services for the well field sites will require District personnel to be present to allow access; therefore, prior scheduling is required.

Contractor(s) shall not leave a service report on a vacant desk. Each service report shall be signed by the facility manager or if he/she isn't available, an Operator and must leave paperwork at an appropriate location upon check-out. The District will not pay for any service prior to the service being performed.

#### 4.5 Record Keeping

*Communication with each Facility Manager is important. The Contractor shall be responsible for maintaining a pest control logbook or file for each building or site specified in the contract. These records shall be kept on-site and maintained on each visit by the Contractor. Each logbook or file shall contain at least the following information:*

- A. IPM Action Plan: A copy of the Contractor's approved IPM Action Plan, including labels and MSDS sheets for all pesticides used, brand names of all pest control devices and equipment used, and the Contractor's service schedule for the facility or location.
- B. Pest Control Service Report Forms or an equivalent. These forms will be used to advise the contractor of routine service requests and to document the performance of all work, including emergency work. Upon completion of a service visit to the building or site, the Contractor's technician performing the service shall complete, sign, and date the Pest Control Service form and return it to the logbook or file on the same or succeeding day of the services rendered.

#### 4.6 Meetings

The Contractor shall attend periodic meetings as requested by the District.

#### 4.7 Resources Available – Water

The Contractor shall inform the District of its water needs and request that the District designate locations at which connections may be made.

**WARNING: CONTRACTOR SHALL NOT USE ANY DISTRICT PIPELINE OR HOSES FOR SUPPLYING POTABLE WATER TO ITS EMPLOYEES OR SUBCONTRACTORS FOR DRINKING WATER.**

4.8 House Keeping and Rubbish Control. *See Attachment Blank, Special Provisions for Services, Cleanup.*

Care shall be taken to prevent any spillage. Any such spillage shall be immediately contained and removed and the area cleaned at the Contractor's expense.

## 5.0 USE OF PESTICIDES

Contractor(s) shall be responsible for application of pesticides according to the label. All pesticides used by the Contractor must be registered with and reported, when required, to the U.S. Environmental Protection Agency (EPA), and the California Department of Pesticide Regulation. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable federal and state laws and regulation. Contractors must obtain permits when necessary for any Restricted Use Pesticides. Contractor must register with the County of Alameda Agricultural Commissioner as required by law.

Contractor shall adhere to the following rules for pesticide use:

Approved Products: Contractor shall not apply any pesticide product that has not been approved for the use by federal and state regulatory agencies.

Pesticide Storage: Contractor shall not store any pesticide product on District property.

Application by Need: Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area and that pesticide use is necessary as a last resort. Requests for preventative pesticide treatments in areas where surveillance indicates a potential insect or rodent infestation will be evaluated by the District on a case-by-case basis.

Minimization of Risk: When pesticide use is absolutely necessary, Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticides necessary to achieve control.

Emphasis on Non-Pesticide Methods: Contractor shall use non-pesticide methods of control wherever possible.

Specific Requirements: Under the requirements of the MRP, permittees shall implement an IPM program that includes the reduction, phase-out or elimination of pesticides, which cause impairment of surface waters. The pesticides of concern include: organophosphorous pesticides (chlorpyrifos, diazinon, and malathion); pyrethroids (bifenthrin, cyfluthrin, beta-cyfluthrin, cypermethrin, deltamethrin, esfenvalerate, lambda-cyhalothrin, permethrin, and tralomethrin); carbamates (e.g., carbaryl); and fipronil. The Contractor **shall avoid applying these pesticides** to the maximum extent possible. The following pesticides or toxins are restricted by Zone 7 and shall not be used, in any manner or form, to service Zone 7 facilities:

- Pesticides linked to cancer, (US EPA Class A, B and C carcinogens and chemicals known to the state of California to cause cancer under Proposition 65);
- Pesticides that cause birth defects or reproductive or developmental harm (identified by the US EPA or known to the State of California under Proposition 65 as reproductive or developmental toxins);

- Pesticides that interfere with human hormones;
- Pesticides identified by the State of California on the Groundwater Protection List (Section 13145(d), Food and Agricultural Code, Division 6. Pest Control Operations);
- Pesticides classified as Toxicity Categories I and II by US EPA;
- Pesticides containing active ingredients that are known to threaten water quality;
- Carbamate or organophosphate pesticides; and
- Foggers, bombs, fumigants or sprays that contain pesticides identified by the state of California as potentially hazardous to human health (CFR 6198.5).

The Contractor shall provide, in advance to the District, copies of the Material Safety Data Sheets (MSDS) and container labels for all pesticides and toxins that may be used in District buildings or grounds.

**Contractor(s) shall also provide a copy of their IPM program with their proposal.**

## **6.0 BIDDER QUALIFICATIONS & EXPERIENCE**

### Minimum Requirements

Bidder must have:

- Five (5) years of experience with industrial, commercial, or institutional accounts.
- Current State Operator's or Branch II Field Representative license (or license applicable to the scope of work described). All bidders shall submit copies of their State Operator's license with their bid. Failure to do so will be cause for bid rejection. All Pest Control personnel shall hold valid and current State Applicator's or Branch II Field Representative licenses for the entirety of the contract. **Bidder shall provide this information for each licensed applicator that will work on this contract with their bid.** Throughout the term of the contract and any subsequent renewal terms the Contractor shall possess current and valid permits, licenses and professional credentials necessary to supply product and perform services as specified under this RFP.
- Bidder shall be **IPM-certified and shall submit copies of such certification with their bid.**

Offers will be accepted only from bidders who have significant experience in providing the Pest Control Services specified herein. **Proposals must include:**

1. A description of the company's history
2. A statement of qualifications and experience of the company. This should include the number of trained and properly licensed service personnel employed to provide satisfactory service to all facility locations specified. Also include how many technicians you recommend for this contract and if they will be dedicated to the contract.

3. Dun & Bradstreet financial report (if available)

## **7.0 DELIVERABLES**

The following provides an outline of desired deliverables to be provided to the District during the contract period.

- 7.a. IPM Action Plan. (Refer to Scope of Services, 4.2.a) The Contractor shall be responsible for carrying out work according to the approved IPM Action Plan. The Contractor must receive the concurrence of each facility supervisor prior to implementing any subsequent changes to the approved IPM Action Plan, including additional or replacement pesticides and on-site personnel.
- 7.b. Quarterly Pesticide Use Summary Report: A detailed listing of all manufacturer and product name, pesticide type, and total quantity of each pesticide used to service District facilities on a quarterly basis. The report shall include a detailed description of any substitute product used as a replacement, and list the product that is being replaced. Contractor shall be able to provide copies of receipts and invoices for products used if requested by District. These reports shall be **due by October 15<sup>th</sup> (for July 1 – September 30); January 15<sup>th</sup> (for October 1 to December 31); April 15<sup>th</sup> (for January 1 to March 30); and July 15<sup>th</sup> (for April 1 to June 30).**

Reports shall be submitted to:

Zone 7 Water Agency  
Attn: Purchasing  
100 N. Canyons Pkwy.  
Livermore, CA 94551  
Fax: 925.454.5725

## **8.0 EVALUATION CRITERIA**

The selection of the Contractor and subsequent contract award will be based on the criteria contained in this RFP, as demonstrated in the submitted proposal. Bidders should submit information sufficient for the District to easily evaluate proposals with respect to the selection criteria. The absence of required information may cause the Proposal to be deemed non-responsive and may be cause for rejection. Keep in mind:

- Proposal should demonstrate the qualifications, experience, and capacity of Bidder to provide the services in conformity with the requirements of this RFP.
- The Proposal must also demonstrate the qualifications of the particular staff to be assigned to the project.
- The Proposal should specify a specific approach that will meet the RFP requirements.
- Proposals that meet the submittal requirements will be evaluated by the District based on the following criteria (in no particular order):
  - Specific qualifications, experience, and capacity, and appropriate licenses applicable of the primary personnel to be assigned to the project
  - Service approach
  - Proposer's past performance on services of similar scope and size
  - Quality and comprehensiveness of the Proposal
  - Price

## **9.0 INSURANCE REQUIREMENTS**

The successful Proposer must carry and maintain, at the successful Proposer's expense, at all times during the term of the agreement not less than the following coverage and limits of insurance which must be maintained with insurers and under forms of policies satisfactory to the District.

Prior to award, the successful Proposer must submit proof of insurance within ten (10) calendar days of Notice of Award or District may withdraw the award. The insurance company must be an admitted carrier in the State of California with an A.M. Best rating of A-IV or better.

## **10.0 PROPOSAL INSTRUCTIONS**

### **10.1 General**

Proposer is encouraged to review this RFP carefully in its entirety prior to preparation of its Proposal. The District reserves the right to reject any or all Proposals or to select the Proposal(s) most advantageous to the District. The District reserves the right to verify all information submitted in the Proposal.

- 10.1.a. The District reserves the right to amend the RFP or to issue Addenda to the RFP for any reason.
- 10.1.b. The District reserves the right to reject any and all Proposals and to waive any informality, irregularity, or technicality in any Proposal. The posting of this RFP is not a guarantee that the specified services will be purchased by the District.
- 10.1.c. Proposer may withdraw or modify its Proposal only if the District receives such request before the Submittal Deadline.
- 10.1.d. The District will not be responsible for Proposals that are delinquent, lost, incorrectly marked, sent to an address other than that given herein, or sent by mail or courier service and not signed for by the District.
- 10.1.e. The District will not compensate any Proposer for the cost of preparing any Proposal, and all materials submitted with a Proposal will become the property of the District. The District will retain all Proposals submitted.
- 10.1.f. All Proposals and all evaluation and/or scoring sheets will be available for public inspection at the conclusion of the selection process.
- 10.1.g. Submission of a Proposal constitutes acceptance by Proposer of the conditions contained in this RFP unless otherwise clearly and specifically noted in the Proposal submitted and confirmed in the Professional Services Agreement between the District and the Proposer selected.

## 10.2. Inspection of Buildings And Surrounding Areas

Contractor is required to perform a detailed evaluation of the existing structural and sanitary conditions of all the buildings and surrounding areas specified prior to submitting their proposal. Any conditions that may prevent the Contractor(s) from successful completion of the services required should be noted as a part of their response.

To facilitate an initial inspection, the District will schedule a Pre-Proposal Site Visit and Walk Through. Any verbal information obtained from or statements made at the time of the site inspection that are contrary to this RFP shall not be construed, in any way, to alter the requirements of this document. Contact may be made with the individual listed at each location for permission to inspect the sites and discuss the service requirements and the amount of time required to provide thorough service. All pest control services shall be done to the satisfaction of each individual in charge of the individual District site location.

## 10.3 Proposal Format

Proposal should be clear, accurate, and comprehensive. Proposal shall be organized and numbered in the order presented below:

- 1) Company or Contractor's name, and contact person(s), including corporate office and local office address, city, state, zip code, telephone number, fax number, web site address, and e-mail address.

- 2) Company description, including the number of customers serviced annually, location, and number years the company has been in business. Please provide a comprehensive listing of all types of pest control categories offered by your company.
- 3) Proposed Scope of Services. The scope of services should reflect the Scope of Services section of this RFP and where deviations are suggested they need to be spelled out in the Deviations section of the Proposal. Proposals should include suggested schedules or methods of pest management that Contractor thinks would offer the best service and value to the District.
- 4) Describe methods and procedures to be used for identifying sites of pest harborage and access, and for making objective assessments of pest population levels.
- 5) Names and specific qualifications, experience, skill set fit, and appropriate licenses held, if applicable, of the primary staff to be assigned to the contract. Provide copies of State Operator's license. Failure to do so may be cause for bid rejection. All Pest Control personnel shall hold valid and current State Applicator's or Branch II Field Representative licenses for the entirety of the contract. Bidder shall provide this information for each licensed applicator with their proposal. Supply copies of all other licenses and certifications their company possesses for doing pest control services.
- 6) Quality Assurance: Bidder shall submit a detailed description of their quality assurance program intended to ensure a successful pest abatement program with their proposal. This shall include, but not be limited to, the frequency of quality assurance inspections and visits, forms used, standards of performance and all other acts performed to ensure a successful pest abatement program.
- 7) Describe your companies communication protocols with customers.
- 8) Describe the type of trainings provided to your employees.
- 9) References. Provide a list of at least three (3) references of customers for which it has performed projects of substantially the same size and scope as that specified herein. The list must contain the following information:
  - Name of customer
  - Address/location of services
  - Contact person
  - Phone number
  - Email address of contact person
  - Description of services performed

10) Provide a fixed cost for pest control services plus an hourly rate for emergency and as needed services. Costs must be inclusive of all anticipated travel, per-diem, and other incidental costs and charges.

11) Deviations from the RFP. Detail any proposed deviations from the scope of services or any other requirement specified in this RFP.

10.4. Submittal

ONE ORIGINAL and FIVE COPIES of each proposal must be submitted on or before the Submittal Deadline. **Please mark each “original” or “copy.”**

Proposals must be submitted in a sealed package to the following address:

<u>By Mail</u>	<u>In Person or by Courier</u>
Zone 7 Water Agency <b>Purchasing – RFP XX-XXX</b> 100 North Canyons Pkwy. Livermore, CA 94551	Zone 7 Water Agency <b>Purchasing – RFP XX-XXX</b> 100 North Canyons Pkwy. Livermore, CA 94551

10.5. Selection Process

After the Submittal Deadline, the District will review all proposals for the minimum qualifications. Those meeting the minimum qualifications will be rated by an Evaluation Team. At the District’s discretion, Proposers may be invited to come in for an interview or the District may call for any clarification needed. Please note that cost may not be the deciding factor in the final selection. The District reserves the right to award to more than one contractor if it deems it in the best interest of the District.

10.6 Anticipated Timeline

The District intends to initiate this contract on 7/1/12 depending on the final contract amount. Proposers to this RFP must be able and willing to commit the necessary resources to provide the services described in this RFP.

<b>Event</b>	<b>Date</b>
Contractor Meeting with Facility Manager to assess the Pest Control/IPM Action Plan	Week of June 18, 2012
Second meeting if needed to go over the Pest Control/IPM Action Plan.	Week of June 25, 2012
Contract Start Date	July 1, 2012

## EXHIBIT LIST

Exhibit A	Zone 7 Water Agency (IPM)
Exhibit B	Service Locations ( <i>not attached for annual MRP report</i> )
Exhibit C	Zone 7 Standard Operating Procedure (SOP) – Managing Pest Control Contract Services
Exhibit D	Proposal Acknowledge ( <i>not attached for annual MRP report</i> )
Exhibit E	Bid Form ( <i>not attached for annual MRP report</i> )
Exhibit F	Exceptions/Deviations Form ( <i>not attached for annual MRP report</i> )
Exhibit G	Standard Agreement ( <i>not attached for annual MRP report</i> )
Exhibit H	Special Provisions for Services ( <i>not attached for annual MRP report</i> )
Exhibit I	Bid Protest Policy and Procedures ( <i>not attached for annual MRP report</i> )
Exhibit J	Non-Collusion Affidavit ( <i>not attached for annual MRP report</i> )
Exhibit K	Acknowledgment of Insurance ( <i>not attached for annual MRP report</i> )
Exhibit L	References form ( <i>not attached for annual MRP report</i> )
Exhibit N	Sample IPM Action Plan
Exhibit O	Proposal Checklist ( <i>not attached for annual MRP report</i> )

## EXHIBIT A

# ZONE 7, ALAMEDA COUNTY FLOOD CONTROL AND WATER CONSERVATION DISTRICT

## INTEGRATED PEST MANAGEMENT POLICY

### **Mission**

Zone 7 is committed to providing a reliable supply of high quality water and an effective flood control system to the Livermore-Amador Valley. In fulfilling our present and future commitments to the community, we will develop and manage water resources in a fiscally responsible, innovative, proactive and environmentally sensitive way. Zone 7 is authorized to undertake this mission by under the District Act in Chapter 55 of the Water Code Appendix.

### **Introduction**

Zone 7 is a water resources management agency whose principal activities include water supply, groundwater management and flood control. Zone 7 wholesales treated water to retail water agencies such as the Cities of Pleasanton and Livermore, the Dublin San Ramon Services District and the California Water Service Company and Zone 7 provides untreated water for agricultural use by other customers. Zone 7 also owns and maintains a system of 40 miles of flood control channels throughout the area.

The California Regional Water Quality Control Board, San Francisco Bay Region (Water Board), regulates discharges of stormwater into the San Francisco Bay through National Pollutant Discharge Elimination System (NPDES) Permits. The Municipal Regional Stormwater NPDES Permit, Order R2-2009-0074, NPDES Permit No. CAS612008 (MRP) was adopted by the Water Board on October 14, 2009 and became effective on March 1, 2010. Provision C.9 Pesticides Toxicity Control seeks to prevent impairment of urban streams by pesticide-related toxicity. This provision requires Permittees to, among other things, adopt and implement an Integrated Pest Management (IPM) Policy or Ordinance that minimizes reliance on pesticides that threaten water quality. The pesticides of concern include: organophosphorous pesticides (chlorpyrifos, diazanon, and malathion); pyrethroids (bifenthrin, cyfluthrin, beta-cyfluthrin, cypermethrin, deltamethrin, esfenvalerate, lambda-cyhalothrin, permethrin, and tralomethrin); carbamates (e.g. carbaryl); and fipronil.

Zone 7 is a co-Permittee of the MRP. As a result, Zone 7 is required to adopt and implement an IPM policy and procedures to minimize pesticide use and utilize IPM techniques in its operations. Zone 7 developed and adopted an IPM program in 2002 pursuant to the permit requirements of the Alameda Countywide Clean Water Program Municipal Stormwater NPDES Permit, the MRP's predecessor, and as recommended by the Alameda County Board of Supervisor Resolution dated May 8, 2001. This IPM program is being updated and will be adopted as a policy in order to conform to the new MRP requirements.

## Scope

This policy applies to facilities maintained by Zone 7 where IPM is performed by ACPWA staff or contractors hired by Zone 7 to perform pest control services. All Zone 7 staff members who monitor or make decisions on pest control related issues will receive a copy of this policy prior to any work being done for Zone 7 on our facilities and/or right of way. All pest control contractors will receive a copy of this policy prior to any work being done for Zone 7 on our facilities and/or right of way.

## Definitions

- Vector: any animal capable of transmitting the causative agent of human disease or capable of producing human discomfort or injury, including, but not limited to, mosquitoes, flies, other insects, ticks, mites, and rats.
- Pest: means any of the following that is, or is liable to become, dangerous or detrimental to the agricultural or nonagricultural environment, including but not limited to the following:
- a) any insect, predatory animal, rodent, nematode, or weed;
  - b) any terrestrial, aquatic, or aerial plant or animal, virus, fungus, bacteria, or other microorganism.
- Weed: means any plant which grows where not wanted.
- Pest Control: means the use or application of any pesticide. It also means the use of any substance, method, or device to do any of the following:
- a) control pests;
  - b) prevent, destroy, repel, mitigate, or correct any pest infestation or disorder of plants;
  - c) inhibit, regulate, stimulate, or otherwise alter plant growth by direct application to plants.
- Pesticide: any registered product that has an EPA registration number which includes any of the following:
- a) any spray adjuvant;
  - b) any substance, or mixture of substances which is intended to be used for defoliating plants, regulating plant growth, or for preventing, destroying, repelling, or mitigating any pest which may infest or be detrimental to vegetation, man, animals, or households, or be present in any agricultural or nonagricultural environmental whatsoever.

## Site Pest Control Strategies

Zone 7's IPM consists of prevention including removing debris, removing mosquito-breeding areas, removing excessive vegetation selection of pest resistant vegetation and limiting irrigation of trees to the initial period after planting. Least toxic methods are considered first as we consider biological, cultural, mechanical and chemical methods to accomplish our goal. For optimal results for certain applications, we may select a combination of biological, cultural, mechanical and chemical techniques.

Zone 7 currently contracts with Alameda County Public Works Agency (ACPWA) to perform the major portion of Zone 7's pest management activities. Other County agencies and private contractors perform the remaining portion on an as-needed basis. Zone 7 performs pest management as part of its maintenance program. This service is conducted on flood control channels, water treatment sites, well fields, pipeline appurtenances, a reservoir, and at its Parkside office at 5997 Parkside Drive in Pleasanton.

Zone 7 and ACPWA use an integrated approach by adopting IPM practices that monitor for pests before taking action. We implement sanitation and exclusion practices first, treat only as necessary, and use or consider mechanical, physical and biological methods before resorting to chemical methods. Agency staff will review, adopt and use IPM tools and procedures that are safe, effective, economical and appropriate for the site at the time. A copy or sample label and MSDS for each product must be submitted for Zone 7 review before work begins. Zone 7 must approve IPM techniques before work begins. All contractors have a copy of the Zone 7 IPM, their organizational IPM and a list of pesticides to be utilized that day available at the job site at all times for review by Zone 7 staff.

Private contractors shall be IPM-certified contractors and required to implement Zone 7's IPM by July 1, 2010. Private contractors must have a supervisor or lead person on site with appropriate pest control experience and a Pest Control Qualified Applicator license from the Pest Control Board. Private contractors must provide copies of appropriate valid licenses before beginning work and submit copies of documentation of IPM training previous to their execution of a contract with Zone 7.

For contractors that are governed by the IPM of another county agency we utilize their reports regarding location, quantity of material or other technique and the location that was treated. We require similar reports from private contractors and ensure that they work according to the Zone 7's IPM. Contractors, when appropriate, will be required to have a written IPM plan for a project. Contractors must maintain records of the location, quantity and amount of material utilized for each task and copies are submitted to Zone 7 on an annual basis. When applicable, material safety data sheets are obtained for each pest control material prior to utilizing it. Access to Zone 7 facilities is controlled and coordinated with Zone 7 staff. The work of contractors is scheduled to protect employees and members of the public present in the facilities.

## Flood Control Channel Program

The primary purpose of flood control facilities is to efficiently drain storm water to San Francisco Bay. In recent years we have attempted to integrate and expand many other multiple uses into facilities that were not originally designed for these purposes, such as:

- Recreation for bicyclists, hikers and joggers;
- Wildlife habitat;
- Educational opportunities for students and the public;
- Clean Water Program elements that help to clean storm water

Zone 7 provides vegetation management on approximately 40 miles of flood control facilities. The flood control facilities we maintain include various types of earth channels, concrete lined channels and silt basins.

Flood control facility vegetation management can be divided into four area types or sites:

- A. **Channel access roads** provide our maintenance crews direct access to creeks and channels for all weather maintenance. Roads are typically rocked or paved. Puncture vine can be a problem near paved bike paths.
- B. **In slopes and out slopes** are usually vegetated with planted and volunteer grasses. Slopes may also have concrete or rock placed to prevent soil erosion.
- C. **Fence line vegetation** is trimmed back routinely to provide access for inspection and maintenance. We educate adjacent property owners not to plant invasive plant materials on fence lines and suggest possible alternative solutions.
- D. **Aquatic areas** are usually wet year round. We may remove channel bottom growth that could impede storm flows. Activities below top of bank are implemented in compliance with applicable laws and regulations. In general we try to promote the growth of low growing grasses that lie down during storm water flows and remove larger vegetation that traps sediment and debris. Maintenance of a facility's design storm flow capacity is critical to flood protection. We cooperate with other agencies including:
  - Mosquito Abatement District for access to mosquito breeding sites;
  - East Bay Regional Park District for regional weed control projects;
  - Various City Fire Departments for vegetation management and U.S. Fish and Wildlife Service and California Department of Fish and Game on regional weed control projects to enhance threatened and endangered species habitat.

## Water Supply Facilities Program

Zone 7 manages other facilities including two water treatment plants, four well fields, a reservoir, pipeline appurtenances and its Parkside office in Pleasanton.

## Training Program

Zone 7 staff do not, as part of their scope of duties, apply or use pesticides, and are therefore not required to undergo training on IPM practices. However, as stated above, Zone 7 staff shall ensure that Zone 7's contractors are either IPM-certified and will require that they provide evidence of IPM training. In addition, Zone 7 staff shall keep up to date on the latest IPM practices. Alameda County Public Works Agency, Agriculture Department, Vector Control Services District and the Mosquito Abatement District provide training to their personnel in accord with their respective IPM programs. Zone 7 engages qualified private contractors to perform IPM tasks.

### **Public Education**

Employees are trained and encouraged, to respond to citizen concerns in the field by providing appropriate answers to questions. If the information requested is beyond the scope of work of the employee, then the employees' supervisor will follow up. The Flood Control Principal Engineer or the ACPWA Weed and Pest Control Supervisor generally address the more complex questions and concerns. We provide superior customer service and promote a professional image of our staff and program.

The supervisor works with members of the public that may have pest control issues on an individual basis. This can involve pre-treatment notification or an Adopt-A-Spot approach.

Public outreach is also accomplished by giving presentations at public meetings and at professional seminars and conferences. The Alameda Countywide Clean Water Program actively provides information on IPM with handouts and website based information can be found on Zone 7's website at [www.zone7water.com](http://www.zone7water.com).

### **Monitoring Program**

Zone 7 inspectors review site conditions before and after treatment to ensure that pest control activities conform to the Zone 7 IPM policy and are effective. We rely on the monitoring program of ACPWA and other contractors under their IPMs to determine the location and scope of necessary IPM services. For example, under the ACPWA IPM program, the Weed and Pest Control Supervisor actively monitors environmental conditions throughout the county as they implement weed control procedures. Subscription weather forecasts are used to help schedule work. Radio broadcast and online weather information is sought out to monitor changes of wind, rain and temperature. Common sense, experience and a hand held wind gauge help to prevent spray drift to non-target areas. Stage of growth in the pest life cycle is monitored and anticipated for pest control work scheduling. Site visits are used to determine the actual weed control needs before procedures are implemented. Post treatment site inspections ensure that procedures were effective and if not, then follow up procedures are implemented.

We also comply with notices to reduce vegetation within Zone 7's facilities from the fire departments of the Cities of Dublin, Livermore and Pleasanton.

Zone 7 currently monitors water quality as required by the State Water Quality Control Board pursuant to the statewide Aquatic Pesticides General Permit requirements.

### **Other Pest Management Practices**

All rodent control work on flood control channels, water treatment sites, well fields, pipe line appurtenance sites and the Parkside office are at this time performed under contract with the Alameda County Community Development Agency, Agriculture / Weights and Measures Department. All vector control work on sites maintained by Zone 7 is, at this time, performed under contract with the Alameda County Vector Control Services District. All mosquito abatement work on sites maintained by Zone 7 is at this time contracted out to the Mosquito Abatement District. ACPWA, Agriculture Department, Vector Control and Mosquito Abatement all have IPM policies in place. Qualified private contractors may also perform the above work on an as-needed basis. Private contractors must be licensed as Commercial Pesticide Applicator and be IPM-certified.

EXHIBIT C

Zone 7 Water Agency

<b>Title:</b>  <b>Managing Pest Control Contract</b>	SOP Number:	Z7-30-22
	Revision Date:	1/03/2012
	Review Date:	NA
	Safety Checklist included:	NA
	Review by WQ (initial):	NA
	Review by Plant Eng (initial):	NA
	Review by Env Serv (initial):	NA
	Approval by WFS (initial):	RA
	Required by DPH? (Yes/No):	No

**Facility:** All Zone 7 sites with the exception of North Canyons

**Background:**

In the past uncontrolled squirrel populations have been known to cause damage to electrical wiring and at one time even taking the Patterson facilities emergency generator out of service. These pests have also undermined the sludge drying beds. Rats, mice, ants, wasps, spiders, cockroaches and weeds need to be controlled as well.

**Goals and Objectives:**

Although the BPO for pest services is under one contract the individual facility supervisors are responsible for maintaining contact with and directing the work of pest services contractors. The objective of this document is to provide the facility supervisors with direction on the scope of work and Zone 7’s expectations for this contract work.

**Safety:**

When working within a treatment process, facility or location always be aware of your surroundings and the task you have been assigned. Your activity, along with others (contractors) could impact the work environment and potentially expose you and others to the following; dangerous chemicals, automatic starting of machinery, high noise levels, electrical shock, confined space hazards, fall hazards, drowning and engulfment hazards, etc. Approach every job with safety as the “primary concern”. Always follow instructions provided by the equipment manufacturer, Zone 7 policy or procedure, and don the appropriate personal protective equipment (PPE) as indicated by the chemical Material Safety Data Sheet (MSDS) information found online at <http://www.3eonline.com/> or located at the specific facility. Enter the username ZWA and password ZWA99 for access to the database.

The attached [Regulatory Safety Checklist \(RSC\)](#) identifies various safety program elements, and should not be considered all inclusive. Contact your supervisor for more detailed information and always refer to the current employee safety handbook for additional information.

**Procedure:**

Before contacting the pest services contractor for work to be performed the Facility supervisor should contact the maintenance supervisors to determine if they have any special needs regarding pest control or weed abatement. The DV supervisor should also contact the WQ Lab supervisor. This will prevent double booking of the services and keep oversight of the contract in

the hands of one person per sight.

**Weed Abatement:**

1. In October the contractor should be contacted to schedule the annual application of a pre-emergent for the control of weeds. This prevents the germination of annual weeds.
2. Additional applications of weed killer will need to be scheduled in the spring and summer.
3. Provide the contractor with the Name and phone numbers of the other facility supervisors if they desire to complete the application at all sites during the same time period.
4. Schedule a walk thru with the contractor and provide specific direction on where the pre-emergent application is required. See Attachments A & B for treatment facilities aerial view
5. Make clear to the contractor that chemicals are not to enter any water source that either will be returned to the treatment process or contaminate streams or creek runoff. The roads around the sludge drying beds may be sprayed but the bank surrounding the drying beds should be mowed not sprayed.
6. Direct the contractor to apply the pre-emergent and weed killer to all gravel pack areas, roads and a 10 foot area around the perimeter of the property. If the supervisor would like a wider area covered they can stipulate that during the walk-thru. An example would be to have the north side of the entryway at DV where the oak trees grow treated as well as outside of the fence on Patterson Pass road.
7. Include all Well Field, MGDP and control station sites for weed abatement. The WF/Distribution supervisor will determine if selected turnouts should be treated.
8. The use of an indicator dye with the pre-emergent is acceptable however it should be applied as lightly as possible to prevent the appearance of colored water flowing into the storm drains during periods of rain.
9. The DPH and EPA state that in an effort to avoid spray drift the application should be avoided if the wind speed is greater than 10 MPH. Do not hesitate to cancel weed spraying activities under windy conditions.

**Squirrel Abatement:**

1. Bait stations have been strategically placed around the perimeter of the DV and PP facilities.
2. The contractor should be contacted in the early summer after the weeds have died and a treatment should be scheduled. If the treatment is applied when the grass contains significant moisture the squirrels will not die and they can shy away from the bait.
3. Confer with the contractor regarding the need for further treatments.

**Other Pests:**

1. Pests such as mice, rats, ants, spiders, beetles, roaches and wasps should be scheduled for treatment on an as needed basis. At DV it would be good to check with the WQ Lab and Maintenance supervisors periodically for their concerns.
2. The maintenance department has requested routine treatment for electrical wire consuming rodents on all well sites, MGDP, Silver Oaks Pump station, Airport Pump station, Vasco station, Cross Valley Control Valve Station and Vineyard Control Valve Station.

**Contract Management:**

1. Accounting will direct the invoices to the facility supervisors for final approval for
-

- payment.
2. The facility supervisor will review the invoice for accuracy assuring that the Zone is paying for work that was actually performed and requested.
  3. Questions concerning the contract or invoice should be directed to the purchasing department.
  4. Finalize approval by signing off and forwarding to accounting while also providing a copy for the operations Administrative Assistant for tracking purposes.

**Reference:**

**Records:**

**Attachments:**

- A. Del Valle Aerial View
- B. Patterson Pass Aerial View
- C. Regulatory Safety Checklist



Attachment A (Del Valle Facility)



Attachment B (Patterson Pass Facility)

Attachment C  
 SOP Regulatory Safety Checklist (RSC)

SAFETY ELEMENT	Required	Not Required	Links/Forms
Injury and Illness Prevention Program (IIPP), including documentation forms (CCR, Title 8, Section 3203)			
Hazardous Communication Program including placards, labeling and MSDS. (CCR, Title 8, Section 5194)	<input type="checkbox"/>	<input type="checkbox"/>	
Site specific safety plan, detailing procedures for your site specific activities. (CCR, Title 8, Section 3203 & 1509)	<input type="checkbox"/>	<input type="checkbox"/>	
Site specific permits required, such as trenching and shoring, (CCR, Title 8, Section 1503); confined space entry, (CCR, Title 8, Section 5157); asbestos abatement notification, (CCR, Title 8, Section 1529)	<input type="checkbox"/>	<input type="checkbox"/>	
Required certifications and/or training records of employees as stipulated in this document. (CCR, Title 8, Section 3203)	<input type="checkbox"/>	<input type="checkbox"/>	
Medical approval to wear respiratory protection. (CCR, Title 8, Section 1531, 5144)	<input type="checkbox"/>	<input type="checkbox"/>	
Medical approval to work with, but not limited to asbestos, cadmium and lead. (CCR, Title 8, Section 1529, 1532 & 1532.1)	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing conservation Program (CCR Title 8, Sections 5095-5100)	<input type="checkbox"/>	<input type="checkbox"/>	
Bloodborne Pathogens Program (CCR Title 8, Section 5193)	<input type="checkbox"/>	<input type="checkbox"/>	
Respiratory Protection Program (CCR Title 8, Section 3409 and 5144)	<input type="checkbox"/>	<input type="checkbox"/>	
Heat Stress Program (CCR Title 8, Section 3395)	<input type="checkbox"/>	<input type="checkbox"/>	
Training Documentation	<input type="checkbox"/>	<input type="checkbox"/>	

## EXHIBIT N

### IPM ACTION PLAN

The IPM Action Plan is the plan of action to manage the pests at a particular site. The IPM service provider develops this Plan after a thorough inspection of the facility. The Plan is discussed with the contract manager and/or Facility Supervisor(s) for each District location. The Plan must be approved before it can be implemented.

The following should be included in an IPM Action Plan:

#### **A. Summary of Field Observations**

IPM service provider shall conduct facility inspections. Based on field observations, evaluate locations and sites where pest problems commonly occur to determine pest population, size, occurrence, and natural enemy population, if present. Identify conditions that contribute to the development of pest populations, and decisions and practices that could be employed by Zone 7 to manage pest problems (e.g. biological, physical, and cultural controls) to the maximum extent practicable before pesticides are chosen as the appropriate application method.

#### **B. Proposed Materials and Equipment to be Used in the Service**

This should include the brand names of pest detection equipment and monitoring devices, insect and rodent trapping devices and any other pest control devices or equipment that might be used. It should also include current labels and Material Safety Data Sheets for all pesticides that might be used and the brand names of pesticide application equipment and rodent bait stations. Pesticides used should be reduced risk pesticides and apply the minimum amounts needed to be effective.

#### **C. Proposed Methods for Monitoring and Detection**

The IPM service provider should describe the methods and procedures that will be used for identifying sites of pest harborage and access, and for making objective assessments of pest population's levels throughout the term of the contract.

#### **D. Service Schedule for Each Building or Site**

The IPM service provider should provide a complete service schedule that includes the frequency of the service provider's visits, the day(s) of the week the service provider will visit, and the approximate duration of each visit.

#### **E. Description of any Structural or Operational Changes to Facilitate Pest Control**

The IPM service provider should describe site-specific solutions for observed sources of pest food, water, harborage, and access.

The materials and equipment to be used should be consistent with an IPM approach and should include items such as mechanical devices for monitoring and capturing creatures, insecticides formulated as baits rather than sprays, and tools such as vacuums and steam cleaners.

The frequency of the service provider's visits should depend on the structure, its use, and the culture of the occupants. For example, a building with a cafeteria should be visited weekly because the presence of food increases the chances for pest invasions. A warehouse that stores equipment, but no food, might need only a monthly visit. A newer office building with occupants that are neat and rarely, if ever, eat at their desks might be visited every two weeks.

Once the IPM technician is at the site, his or her work should be guided by the service requests that were logged in since the last visit and by the known sites of elevated risk such as food service areas, loading docks, locker rooms, etc.

The service provider should have an efficient method to relay information to about structural and operation changes that should be made. Forms should be easy to understand and handwriting should be legible. The information should be routinely sent to one designated person, ideally the IPM coordinator.