



# Metropolitan's Construction Outreach: Being a Good Neighbor in Local Communities

Communications and Legislation

Item 6a

May 13, 2019

# In the Neighborhood





# In the Neighborhood





# In the Neighborhood



# In the Neighborhood



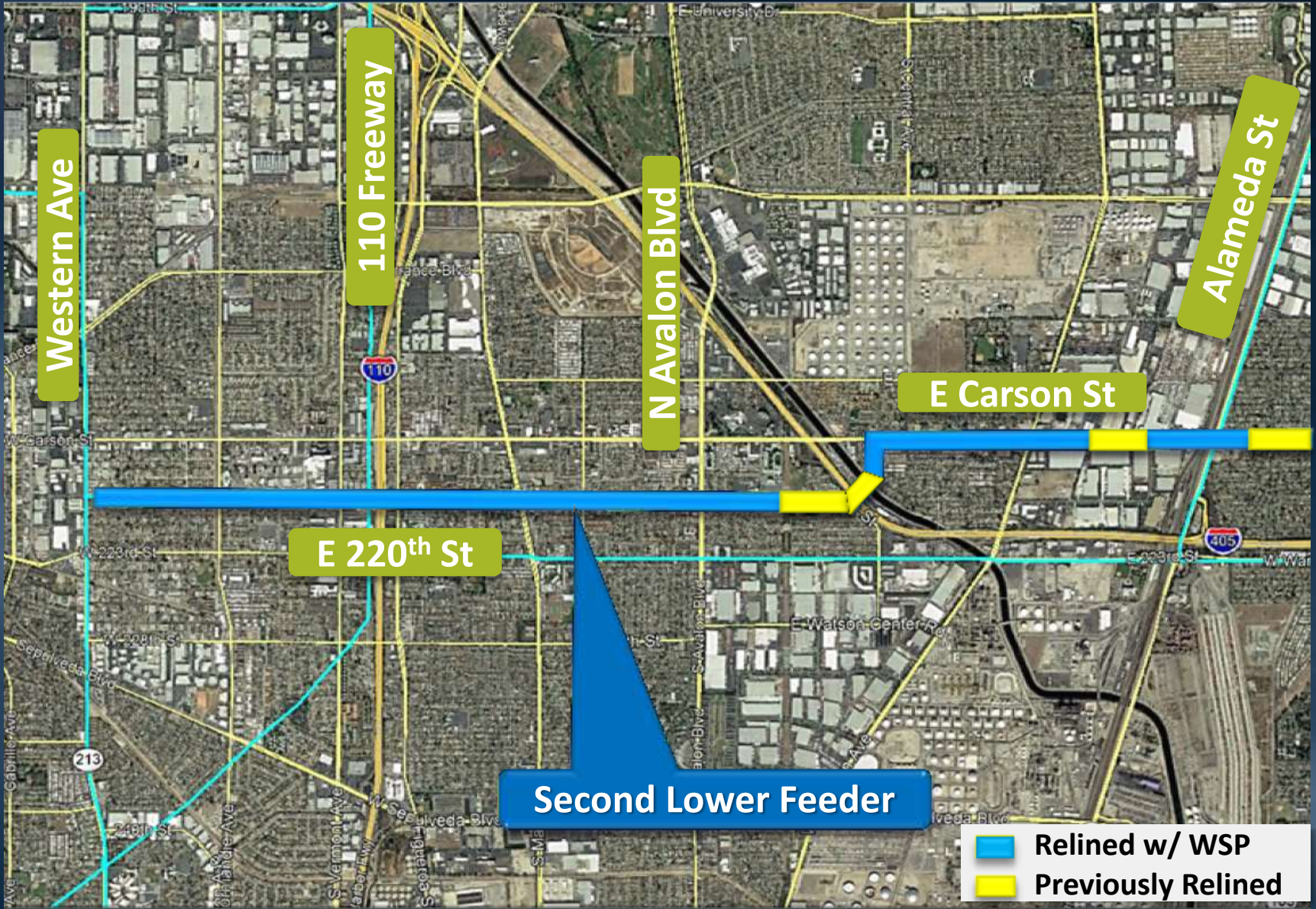


# In the Neighborhood





# Process

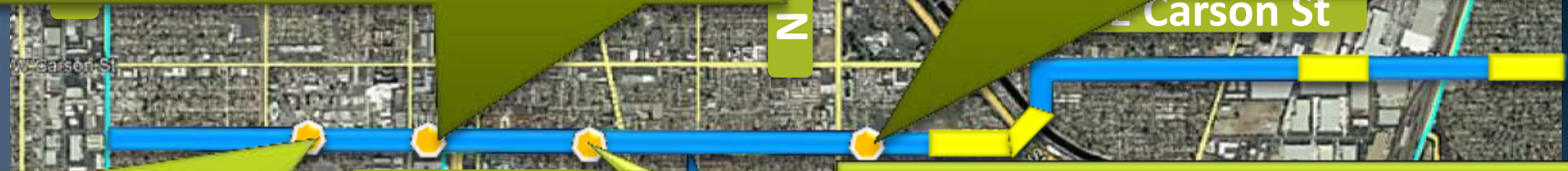






N AVALON BLVD

Carson St



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# Outreach Support

- RFQ 1183 - Public Outreach Support Services for Water Infrastructure Projects
  - 8 Firms were prequalified
  - Assistance with outreach strategy, diverse communities, and communication tools



# Reaching the Community



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## PIPELINE IMPROVEMENTS

### COMING TO YOUR NEIGHBORHOOD

The Metropolitan Water District of Southern California will be working on a major water pipeline project in your community. Metropolitan is relining the Second Lower Feeder, a critical pipeline in Southern California's regional water system. This project is necessary to ensure that we can continue to provide reliable water supplies to our 26-member public agencies serving 19 million people. Construction is estimated to last until November 2019. The water supply to homes and businesses will not be impacted.



Second Lower  
Feeder Rehabilitation

Sites 1 & 2



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA  
700 North Alameda Street | Los Angeles, CA 90012

Presorted  
Standard  
US Postage  
PAID  
KBC Mailing  
91352

### SECOND LOWER FEEDER REHABILITATION

Sites 1 & 2



Location:

E Conant St. @ Hackett Ave.  
E Keynote St. @ Nipomo Ave.



Duration:

February 2019  
- November 2019



Time:

7:00 am - 7:00 pm Weekdays  
9:00 am - 6:00 pm Saturdays

### Sites: 1 & 2 ALERTS



Full street closure on  
E. Conant St., between  
Hackett Ave. and Iroquois Ave.



Full street closure on  
E. Keynote St., between  
Nipomo Ave. and Dabrom Ave.



- Excavation Area
- Work Area
- Second Lower Feeder

For more information please email:  
[CommunityRelations@mwdh2o.com](mailto:CommunityRelations@mwdh2o.com)

Website:  
<http://www.mwdh2o.com/>

Contact:  
Lizeth Martinez  
(213) 217-5776  
Salvador Vazquez  
(213) 217-6752



# Community Meeting



## MWD IS COMING TO YOUR NEIGHBORHOOD!

Second Lower Feeder Rehabilitation



You're Invited!



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA  
100 North Arroyo Street | Los Angeles, CA 90010

Presented  
by  
MWD  
for  
your  
benefit

FEBRUARY  
**6**  
WEDNESDAY

You're Invited!

**MWD IS COMING TO YOUR NEIGHBORHOOD!**





The Metropolitan Water District of Southern California will be working on a major water pipeline project in your community. Metropolitan is rehabilitating the Second Lower Feeder, a critical pipeline in Southern California's regional water system. This project is necessary to ensure that we can continue to provide reliable water supplies to our dependent public agencies serving 15 million people. Construction is anticipated to last until November, 2019. The water supply to homes and businesses will not be impacted.

Please plan for a community meeting to learn about key dates, construction and traffic impacts. MWD staff will be available to answer questions.



**COMMUNITY MEETING**

**WHEN:**  
Wednesday  
February 6, 2019  
5:00 p.m. to 7:30 p.m.

**WHERE:**  
Wardlow Park  
Community Center  
3457 Stanbridge Ave  
Long Beach, CA 90808

Hosted by:  
Lizeth Martinez: (213) 217-5776  
Salvador Vazquez: (213) 217-6752

Email: [CommunityRelations@mwdh2o.com](mailto:CommunityRelations@mwdh2o.com)  
Website: <http://www.mwdh2o.com>



# Multilingual



**ORANGE COUNTY FEEDER  
RELINING PROJECT**  
THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA



## Perfil del proyecto

Metropolitan Water District of Southern California está realizando importantes mejoras en el Orange County Feeder, una tubería principal en el sistema regional de distribución agua potable que conecta la planta de tratamiento de agua en la ciudad de La Verne con seis agencias miembros en los condados de Los Angeles y Orange. El revestimiento que protege la tubería está acercando el final de su vida útil y debe ser reemplazada. Se requiere la rehabilitación de esta tubería para garantizar un suministro confiable de agua.



## Lo que puede pasar

- Retrasos temporales de tráfico y cierre de carriles
- El suministro de agua no será afectado



## Información en números

El Orange County Feeder empezó a operar en 1941 y está hecho de acero soldado

La parte que será revestida nuevamente mide 3.73 millas

El trabajo se llevará a cabo en 13 ubicaciones a lo largo de Bristol St. en Santa Ana y Costa Mesa

La tubería tiene un diámetro de 36" a 39"

Esta tubería distribuye en promedio 18 millones galones de agua

Cada ubicación tardará aproximadamente 10 semanas en completarse y puede que 6 ubicaciones estén en construcción al mismo tiempo

## Visión general de MWD

Metropolitan Water District of Southern California es una cooperativa establecida por el estado que se compone de 26 miembros (ciudades y agencias públicas de agua) que sirven a 19 millones de personas en seis condados. Metropolitan trae agua desde el Río Colorado y el norte de California para complementar los suministros locales y ayudar a sus miembros a desarrollar programas para incrementar la conservación de recursos hídricos, el reciclaje, el almacenamiento y el manejo adecuado de recursos.

### Para obtener más información

Contacte a: Sal Vazquez  
(213) 217-6752 | [CommunityRelations@mwdh2o.com](mailto:CommunityRelations@mwdh2o.com)  
[www.mwdh2o.com](http://www.mwdh2o.com)



Reciba alertas a través de mensajes de texto, enviando la palabra **BRISTOL** al 90407

Síganos en las redes sociales @mwdh2o

# Text Campaign



ORANGE COUNTY FEEDER  
RELINING PROJECT



METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## Ensuring Reliable Water Deliveries



**For Project Updates:**  
Text **BRISTOL** to **90407**

[CommunityRelations@mwdh2o.com](mailto:CommunityRelations@mwdh2o.com)



# On-Site



# Social Media

 **MWD of SoCal**   
@mwdh2o Follow

Residents and businesses in Beverly Hills are being asked to cut back their water use – including eliminating all outdoor watering – as emergency repairs are made to a leak in a main water delivery pipeline serving the city. Read more:  
[mwdh2o.com/PDF\\_NewsRoom/S ...](http://mwdh2o.com/PDF_NewsRoom/S...)



3:54 PM · 17 Dec 2018



 **mwdh2o**   
Torrance, California

mwdh2o Metropolitan is relining a portion of the Sepulveda Feeder, a major regional water pipeline, in Torrance. A recent electromagnetic inspection of the pipe identified 400 linear feet that needs to be relined with steel. #community #torrance #water #construction #infrastructure #inspection #pipe #sepulveda #feeder #delamo #vanness

zakgilbert\_ @deanzwelding  
chrisehr76 Down the street from my house . del amo x van ness .. super cool 🙌🙌  
ronchris44 #safetyteamworkcustomerservice  
losangelesos1 Inspection!

127 likes  
JANUARY 18

Log in to like or comment.



# Press Releases



Contacts: Keith Sterling, City of Beverly Hills, (310) 285-1034; (714) 600-0952, cell  
Rebecca Kimitch, Metropolitan, (213) 217-6450; (202) 821-5253, cell

## For immediate release

December 20, 2018

**WORK TO REPAIR WATER DELIVERY PIPELINE SERVING BEVERLY HILLS  
UNDERWAY; COMPLETION ANTICIPATED BY MONDAY, DEC. 24**  
*Residents asked to continue conserving until  
Metropolitan Water District pipeline returns to service*

With work to repair a leak from the main water delivery pipeline serving Beverly Hills expected to last through the weekend, city residents and businesses are asked to continue conserving water until the water line is returned to service, which could be as early as Monday, Dec. 24.

Evidence of the leak was discovered at the intersection of Sunset Boulevard and Alpine Drive last Friday. After pinpointing the exact location of the leak in Metropolitan's [Santa Monica Feeder](#), crews began repairs Wednesday. Once the repairs are done, the pipeline will be inspected and disinfected before being put back into service.

"We know everyone in Beverly Hills is anxious to have their reliable water supply back, particularly in the middle of the busy holiday season," said Jim Green, Metropolitan's water system operations manager. "If we don't run into any additional challenges, the pipeline repairs should be completed in the next few days."

Since Monday, the city has been asking its residents and businesses to cut back their water use, including eliminating all outdoor watering. The city also has shored up available supplies during the outage through a water system interconnection with the Los Angeles Department of Water and Power.

"We are very grateful to our residents and businesses who heeded our call to reduce their water use during this emergency," said Beverly Hills Mayor Julian A. Gold. "Thank you."

The Santa Monica Feeder, completed in 1941, stretches 24 miles from Eagle Rock to Santa Monica and serves treated water to five cities along the way.

# Video





# Thank You

Dear Neighbor,

Thank you for your patience over the past months as we relined a portion of our Second Lower Feeder in your community. The Second Lower Feeder is a major regional water pipeline for Southern California, and essential infrastructure for delivering reliable water supplies to our member agencies in Los Angeles and Orange Counties. With the completion of Phase 1 this summer, over 5 miles of this pipeline have been improved, ensuring its reliability long into the future.

Thanks for bearing with us. We strive to be a good neighbor during construction, and we sincerely hope we met your expectations.

*Jeff Kightlinger*

Jeff Kightlinger  
General Manager



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

*Gloria Cordero*

Gloria Cordero  
MWD Director, representing  
City of Long Beach

# Results

September 14, 2018

Hello to the Metropolitan

Re: Second

I live

**“Thank you for such a professional team being sent to our neighborhood. With out fail this is one of the best work crews that has ever been in our neighborhood.”**

- 2.
3. De
4. Lane de
5. Traffic controls
6. Very few homes actually
7. Noise level very low and not o
8. Team leaders were courteous and
9. Safe work habits were visible and
10. Neighborhood conversation was positive and very low volume regarding the project, you communication tools were good

Thank you for such a professional team being sent to our neighborhood. With out fail this is one of the best work crews that has ever been in our neighborhood. I am a retired Transportation Manager of a large Bus/Truck fleet and understand some elements of what was transpiring and so I wanted to share what I observed, all of which was good.

Sincere Regards,

C. Darlene Cochran



