



**Water Environment Services Advisory Committee
AGENDA**

Date: July 15, 2021
Time: 6:00 – 8:00 pm
Location: Zoom

Facilitator: Diana Helm, WES Advisory Committee Chair

Time	Topic	Action
6:00 pm <i>20 minutes</i>	Welcome, introductions, and opening remarks <i>Greg Geist, WES Director</i> <ul style="list-style-type: none"> • Reminder for in-person or virtual Director meeting opportunity • Update on Development seat recruitment • Metro Transfer Station update • WES - return to the office update • Tri-City: ribbon cutting celebration • Tri-City: Art Education unveiling 	Inform
6:20 pm <i>5 minutes</i>	May 20, 2021, Meeting Summary <i>Approve</i>	Approve
6:25 pm <i>20 minutes</i>	Clean Water Exchange Update <i>Presented by Shelly Parini, Business & Community Relations</i>	Inform
6:45 pm <i>15 minutes</i>	Rules and Regulations Update and Next Steps <i>Presented by Ron Wierenga, WES Environmental Services Division Manager</i>	Inform
7:00 pm <i>15 minutes</i>	Wastewater 101 <i>Presented by Greg Geist, Director</i>	Inform
7:15 pm <i>10 minutes</i>	Willamette Force Main and I-205 Bridge Update <i>Presented by Lynne Chicoine, Capital Division Manager</i>	Inform
7:25 pm <i>5 minutes</i>	Metro Construction Career Pathways Program (C2P2) Update <i>Presented by Lynne Chicoine, Capital Division Manager</i>	Inform
7:30 pm <i>15 minutes</i>	General Committee Questions and Topics of Interest <i>Presented by Greg Geist, Director</i>	Inform
7:45 pm	Adjourn	



**Water Environment Services Advisory Committee
DRAFT Meeting Summary**

Date: May 20, 2021
Time: 6:00 – 8:00 pm
Location: Meeting by Zoom conferencing
Presentation(s): PowerPoint – WESAC Presentation_20210520
Facilitator: Diana Helm, WES Advisory Committee Chair

Attendees:

Members

Michael Morrow, Diana Helm, Rita Baker, Brian Johnson, Mayor Tammy Stempel, William Gifford, Anthony Fields, Angel Falconer, Christopher Bowker, Greg DiLoreto, Mary Braumgardner, David Golobay, Kat Miller, Renee Harber, Lori Olund

Clackamas County/WES Staff

Greg Geist, Lauren Haney, Greg Eyerly, Jessica Rinner, Lynne Chicoine, Ron Wierenga, Shelly Parini, Erin Blue, Todd Loggan, Carla Atwood

Public

Adam Crafts

Diana Helm, WES Advisory Committee Chair, convened the meeting at 6:00pm.

Welcome, introductions, and opening remarks

Greg Geist, WES Director

- Meet in person?
 - Discussion occurred. Potential hybrid model of in-person and virtual for the future.
- I-205 bridge pipeline
 - Lynne Chicoine updated the Committee on the project.

March 18, 2021, Meeting Summary

Approved

Review Proposed Fiscal Year 2021-2022 Budget

Presented by Erin Blue, Financial Administrative Services Manager

Ms. Blue reviewed the presentation materials.

Discussion occurred regarding right of way fees. The fees WES collects are budgeted under the all other resources category and then offset by the requirements special payments. Ms. Blue noted right of way fees would be covered later in the presentation.

Discussion occurred regarding Capital spending going down as large construction projects wind down and design for more and smaller projects occur.

It was noted professional services are reflected in the operating budget and include master planning efforts on the engineering side that can't be capitalized.

Discussion occurred regarding I&I. It was noted the \$120,000,000 in savings for the program is realized as money that would not need to be spent on infrastructure to process the excess I&I. Rosanne Johnson's email sent prior to the meeting due to her absence was noted. Further discussion occurred regarding the Cities involvement and timing of projects to reduce I&I. Discussion occurred regarding whether there would be a benefit to adding more money to the program or not. It was noted the Committee supports increasing the I&I program funds from contingency if there is a greater need based off of the Cities readiness to complete I&I projects.

Discussion occurred regarding the supplemental budget process.

[[[A motion was made by Greg DiLoreto to recommend approval of the Water Environment Services FY 2021-22 Budget as presented. The motion was seconded by William Gifford. Unanimous support, motion carried.]]]

The video recording of the meeting will be sent out to the Committee members.

Clean Water Exchange Update

Presented by Shelly Parini, Business & Community Relations and Diana Helm, WESAC Chair

Ms. Parini shared there had been great participation in the process so far and encouraged those on the Committee who had not yet participated to do so.

General Committee Questions and Topics of Interest

Staff available to answer committee questions

Mr. Bowker requested the Committee be able to send emails with suggestions for future agenda topics. It was noted emails could be sent to Greg Geist and Lauren Haney for consideration. Mr. Geist also offered to meet with Committee members one-on-one to discuss any matters.

Ms. Helm adjourned the meeting at 7:40 pm.

Clean Water Exchange

Clackamas Water Environment Services (WES)

Updated: 07/08/21

Subject: Clean Water Exchange Findings: Precursor to Communication and Engagement Plan

Clackamas Water Environment Services (WES) has been leading the **Clean Water Exchange**. The Exchange is a unique research process designed around our organization’s mission to provide resource recovery and watershed protection services so we can all live, work, and play in a healthy environment.

WES is leading the **Clean Water Exchange** to discover what our stakeholders most value related to clean water services. The appreciative engagement and research approach allows us to understand stakeholder understanding of our future, programs, and services, including healthy watersheds, public health and economic vitality, resource recovery, and customer service.

With a three-component research approach, participants in elements of the **Clean Water Exchange** have ranged from those stakeholders vested in WES’ future, program, and services to ratepayers with less existing familiarity with WES. The three-component research approach (shown below and including: Stakeholder Interviews, Virtual Focus Groups, Survey & Engagement Webpage) is nearly complete with remaining interviews to be finalized by the end of July 2021.



As a result of the **Clean Water Exchange** discovery and learning, a Communication and Engagement Plan (C&E Plan) will capture strategies for effective collaboration and engagement with our stakeholders. The C&E Plan will be completed in September 2021.

Below is a summary of high-level findings from each of the three components of the **Clean Water Exchange**.

Contact: Shelly Parini, sparini@clackamas.us



Survey & engagement webpage

Diverse sector of stakeholders engaged

Multi-language web page builds awareness, educates and offers an opportunity for input

Survey & Engagement Webpage

WES designed an online engagement tool known as Social Pinpoint to collaborate with targeted stakeholders on values and interests while providing a high-level education on WES' mission and priorities. The participants represented a diverse group of stakeholders across WES' service area.

The survey questions focused on the following topics:

- **overall experience** as a customer of WES
- **prioritization** of clean water services
- **familiarity** with WES' services and operations
- **education and outreach** needs
- **stories** from the community

Some of the highlights from the surveys include:

→ **Responder Profile:**

- When asked "In which community in our service area do you live?" the top responses in order were Unincorporated County, Happy Valley, Oregon City, West Linn, Milwaukie and Gladstone.
- When asked "What is your connection with Clackamas Water Environment Services (WES)?" the top 3 responses were Resident, Rate Payer/Customer, and Business Owner.
- When asked "Are you a WES customer?" 56% responded yes, 22% responded no, and 23% did not know.

→ **Overall Customer Experience:**

- When asked about WES' efforts to provide reliable service, 54% were very satisfied and 44% were satisfied. 1.92% unsure.
- When asked about WES' efforts to be customer oriented, 40% were very satisfied and 46% were satisfied. 7.69% unsure.
- When asked about WES' communication with customers, 35% were very satisfied and 52% were satisfied. 5.7% unsure.
- When asked about WES' efforts to control costs and maintain reasonable rates, 29% were very satisfied and 48% were satisfied. 13.46% unsure.
- When asked about WES' planning and investments in infrastructure, 29% were very satisfied and 30% were satisfied. 33.77% unsure.
- When asked about WES' efforts to educate customers on water quality practices, 25% were very satisfied and 42% were satisfied. 19.23% unsure.

- When asked about WES' efforts to protect the environment, 40% were very satisfied and 30% were satisfied. 24.53% unsure.

→ **Prioritization of Environmental Values:**

- With regard to the local environment, the top 3 priorities were quality drinking water; habitat for fish and wildlife; and public health and vibrant economy.
- With regard to clean water values, clean water in our rivers and streams was rated the highest priority.

→ **Familiarity with WES:**

- When asked which services stakeholders were most familiar with, the top three responses were wastewater treatment; stormwater management; and customer service and billing.

→ **Education and Outreach:**

- When asked what stakeholders wanted to learn more about, the top 3 priorities were stream and wetland enhancement; stormwater management; and watershed health education.
- When asked how to involve the community, the top 3 priorities were volunteer opportunities, adult education, and youth education.
- When asked about preferred communication methods, the top 3 responses were email, newsletters, and direct mail inserts.
- When asked which areas of resource recovery stakeholders wanted to learn more about, responses were ranked in the following order: recycled water, renewable energy, and biosolids.
- When asked which areas of stormwater management stakeholders wanted to learn more about, responses were ranked in the following order: stream and wetland improvement projects; watershed health education, and stormwater facilities.

→ **Story:**

- When asked what connects stakeholders to the local stream, the top 3 responses were water, rivers, and Clackamas.
- When asked if stakeholders would be willing to share their story, over 56% said yes.

“Grew up on the Willamette River, when most polluted (1960s) and worked with governor McCall and others to restore river.”

“We moved here from Virginia in part due to our love of the beautiful rivers in Clackamas County. Fishing and wading in the clear, fun rivers bring our family great joy and relaxation.”



Virtual focus groups

2 cross-section focus groups

Builds trust while curating a deeper understanding of stakeholder needs

Virtual Focus Groups

WES held two Clean Water Exchange Focus Group conversations in June 2021 with approximately 15 participants in each session. The participants represented vested WES partners including customer agencies, WES Advisory Committee members, environmental groups, business and educators with related water protection and education missions.

The focus group conversations focused on three main topics including:

- what is **working well** as it pertains to WES services and operations
- **clean water protection** areas of concern
- ideas on how WES can continue to serve as a **champion for water protection**

Some of the highlights from the focus group conversations include:

→ Education and Outreach:

- More than 60% of the participants took time to recognize WES' communication and outreach efforts contributing to improved relation with ratepayers, proactive outreach and collaboration on projects impacting the area, and effective coordination with customer agencies. *"They are thinking outside the box on how to engage with the community and engage with young and old to educate them. This is exciting!"*
- Participants recognized WES' inclusive engagement as shared by this statement: *"WES has invested in community outreach in the last few years. Hope we continue to see this (example was the mural program in the park)."*

→ Planning:

- Participants described WES' planning as forward-looking as shared by this statement: *"WES is very forward thinking. They are great at planning ahead which differentiates them from other service providers."*

→ Professional Staff:

- Participants recognized staff as industry leaders as shared by this statement: *"WES' staff are industry leaders through their involvement in professional organizations. WES is cultivating an environment that attracts and retains these individuals."*
- Participants described staff as responsive as shared by this statement: *"Anytime there is a question, staff is responsive and provide good answers. Staff assist with getting from where we are to where we want to be."*

- Participants described staff interactions as impressive as shared by this statement: *“Interaction with staff is outstanding, motivated, upbeat and interactive. This is what organizations should really strive for.”*

→ **Partnerships:**

- Participants recognized WES as being excellent partners through several examples, including this statement: *“For the CRWP, the partnership with WES regarding stormwater pollution and spill response has been very beneficial for us as water providers especially in the Clackamas Industrial Area which drains to the river near all of our drinking water intake infrastructures.”*

→ **Clean Water Protection Concerns:**

- With regard clean water challenges, more than half of the participants expressed concern about water quality impacts due to stormwater runoff, contaminants of concern (PFAS and pharmaceuticals) and growing urban populations.
- Additionally, climate change concerns rose to the top including impacts of rising temperatures, uncharacteristic weather patterns, and resulting watershed and habitat health.
- Emergency response, infrastructure maintenance, and facility operations and resiliency were also recognized and clean water protection concerns. *“Build facilities that are resilient to disasters (including fire, water shortages, other)”*.

→ **Water Protection Champion:**

- As it relates to ideas for the future as a continual water champion, more than 70% of the participant ideas focused on additional ways to lead inclusive, community focused outreach, participation, and education. The suggestions also offered ideas on partnering with business partners, educators, and environmental groups to have a wider positive impact.
- Participants were impressed and excited with the youth education that WES has provided. Participants wanted to become more involved as shared by this statement: *“Is there a way to collaborate with WES to get more educational resources for schools. I would be happy to partner with WES to get tools created. I want to get education to all schools within our boundary. It is valuable when students are able to educate their parents as well.”*
- Participants were also interested in education material that was more fun and approachable. One example was shared by these statements: *“Are there opportunities to be able to take kids and community members outside to be able to see these beautiful places and create connections? Once the relationship is established, there is more interest in wanting to protect the water.”* and *“Consider WES-sponsored contests with prizes, especially for kids. E.g., art, story-telling, etc.”*



Stakeholder interviews

10-15 stakeholders
interviewed

Builds trust while curating a
deeper understanding of
stakeholder needs

Stakeholder Interviews

Each interviewee was asked about his/her confidence in WES Today and in the Future.

Today: 100% of the participants have high confidence in WES' ability to provide wastewater treatment services, today. A minority voice expressed concerns with confidence pertaining to surface water/stormwater management particularly as it related to certain hot spots within the service area managed by WES.

Future: Most participants have high confidence in WES' ability to provide wastewater treatment and stormwater management services well into the future. Obstacles that could get in the way of WES' ability to provide clean water services are noted below.

Some of the highlights from the interviews include:

→ **Maintaining and Strengthening Relationships:**

- Relationships with the service area cities was a point of major concern for many of the interviewees. It will be important to work together to help rate payers understand the need for big capital projects and to collaborate on issues of mutual impact, such as Inflow and Infiltration. *My desire would be for WES and the municipalities it serves to build even stronger relationships, so the residents and other stakeholders know more about WES and its important role they do in protecting our watershed."*

→ **Attracting and Retaining Talent:**

- Attracting and retaining highly skilled professionals from operations to senior leadership was an expressed concern. Workforce shortages are a current threat with the wave of retirements underway and a small pipeline of skilled workers to replace them. Interviewees provided a number of suggestions to get on top of this issue in the near term, most related to strengthening relationships with educational partners and more interaction with youth.

→ **Pollutants and Stormwater Runoff:**

- Preventing and managing pollutants and stormwater runoff related to anticipated infill, shrinking lot sizes and growth. Almost all participants expressed concerns with WES (and its service area cities) ability to get ahead and stay on top of this growing problem. Climate change was also noted and the impacts it is/will have on our waterways and watersheds as it relates to everything from severe droughts to flooding.

→ **Transparency when Communicating Rates and Budget:**

- Communicating rates and budget information in a transparent and easy to understand format will be key to building trusting relationships with service area cities and constituents. Website enhancements, annual calendars, color-coded maps of district were a few of the ideas that were suggested to enhance visibility and understanding. Understanding how rates are collected and invested were key themes.

Summary

Early synthesis of the research data shows us there is strong support for WES and great appreciation for improved outreach efforts over years. At the same time, there is opportunity to make a stronger connection between our work and protecting water quality in our rivers and streams. Participants are asking more of WES as it relates to education, volunteer opportunities and means to understand areas such as stormwater management and watershed health even more.

There is growing awareness as well for the clean water challenges ahead and a general sense that we can all work more closely together to address these complex challenges including rising temperatures, sustainable and affordable solutions, and inclusive and equitable service.

We also learned that while there is a deep appreciation for the work WES does to keep our waterways clean, the district story is often hard to understand. Moving forward WES needs to find deeper and more creative ways to connect to its customers, stakeholders and service area communities.

The focus groups, online survey and interviews provide us the information needed to identify short-term and long-term opportunities to continually strengthen our stakeholder relationships and collaboration to better achieve our clean water mission. We look forward to presenting strategic initiatives in the September 2021 Communications and Engagement Report.



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Clean Water Exchange

Research Highlights

July 15, 2021



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Clean Water Exchange

This unique **multi-tiered research endeavor** will help WES discover what the community most values as it relates to clean water services.

The **Clean Water Exchange** will help WES:

- Strengthen customer and stakeholder understanding
- Create new clean water partnerships and advocates
- Build trust through enhanced connections

Stakeholders



Research Response Highlights



Stakeholder Interviews

15 one-on-one interviews conducted.



Virtual Focus Groups

32 people attended two focus groups held June 9-10.










Survey & Engagement Website

670 unique visitors & **96** surveys completed.

Project Timeline

WE ARE HERE

	February '21	March '21	April '21	May '21	June '21	July '21	September '21
Internal Task Force	<p>MEETING #1 INFORM APPROACH</p> <ul style="list-style-type: none"> • Research purpose • Draft approach • Dialogue to inform approach 	 <p>MARCH 22 Meeting #1: 90 min</p>	 <p>APRIL 1 Meeting #2: 60 min</p>		<p>MEETING #3 SHARE RESULTS</p> <ul style="list-style-type: none"> • Summary of research and engagement • Summary of insights/results 	 <p>JULY 26 Meeting #3: 90 min</p>	
Stakeholder Research		<p>MEETING #2 APPROVE APPROACH</p> <ul style="list-style-type: none"> • Final approach, questions • Social Pinpoint page • Final list of targets 		 Interviews	 Focus Groups	 Social Pinpoint Page + Survey	
Advisory Committee		<p>MARCH 18 WESAC Update</p>		<p>MAY WESAC Update</p>		<p>JULY WESAC Update</p>	<p>SEPTEMBER WESAC Update</p>
Communications & Engagement Plan				<p>Social Pinpoint Promo</p>		<p>Final Plan Promo</p>	 <p>SEPTEMBER Final Plan</p>

Research Objectives

- Understand stakeholders' WES connection
- Identify what is **working well** in WES' services and operations
- Identify **priority clean water challenges**
- Identify **values** as it relates to clean water protection
- Understand desired **means** for communication and involvement
- Capture **big ideas** for improved and continual strong engagement with stakeholders
- Make **small but significant changes** along the way
- Build a 3-year **communication and engagement plan** that reflects what we've learned

Discoveries



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Survey & Engagement Website Discoveries

Local Environment Priorities:



Quality Drinking Water



Habitat for Fish and Wildlife



Public Health and Vibrant Economy

Clean Water in Rivers and Streams was the highest rated clean water **value**.

Interest in Learning More About:

Stream and Wetland Enhancement

Stormwater Management

Watershed Health

Preferred Communication Method:



Email



Newsletter



Direct Mail Inserts

Service Familiarity:

1. Wastewater Treatment
2. Stormwater Management
3. Customer Service / Billing

Community Engagement Ideas:

- 1 Volunteer Opportunities
- 2 Adult Education
- 3 Youth Education

98%

When asked about WES efforts to provide reliable service, customers were satisfied (44%) to very satisfied (54%).



Survey & Engagement Website Discoveries

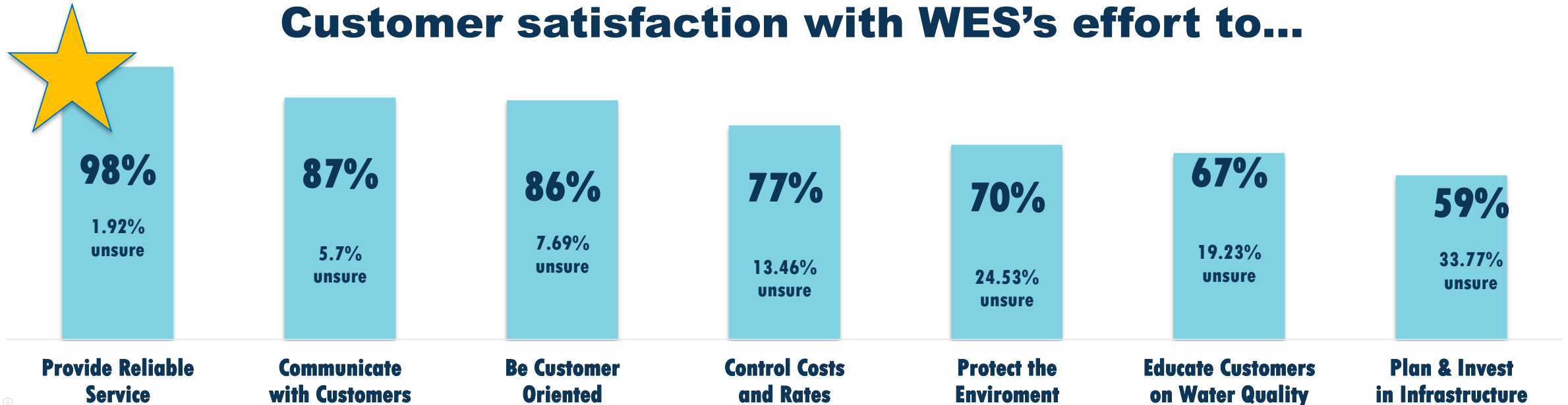
96 participants

56%

of participants were
existing customers.
23% did not know.

Top 3 participant types:
Resident, Rate Payer/Customer, Business

Customer satisfaction with WES's effort to...





Virtual Focus Group Discoveries

60%

of participants recognized WES for its **communication and engagement** efforts.

“They are thinking outside the box on how to engage with the community and engage with young and old to educate them. This is exciting!”

WES’ planning was described as
Forward-Looking

“They are great at planning ahead which differentiates them from other service providers.”

WES’ staff was described as
Industry Leaders

“WES is cultivating an environment that attracts and retains these individuals.”

WES’ staff was described as
Responsive & Impressive

“Anytime there is a question, staff is responsive and provide good answers. Staff assist with getting from where we are to where we want to be.”

50%

Expressed concern about **Water Quality Impacts**.

Other **clean water** concerns and priorities were:

(1) **Climate Change**

(2) **Emergency Response**

(3) **Infrastructure Maintenance**

(4) **Facility Operations / Resiliency**





Stakeholder Interview Discoveries: What's working well

TOP

“WES does an amazing job keeping our rivers clean and our streams healthy.”

“WES is doing an excellent job working with the City of Happy Valley relating to development, permits and master planning for future growth needs.”

Innovative

“WES is always seeking creative ways to keep rates reasonable.”

Industry Leaders

“WES is doing exceptional work with its capital planning.”

Responsive & Flexible.

“The people are what's working well at WES. Their willingness to problem solve and be flexible with developers and businesses.”



“Budgeting and planning efforts are on the right track.”

THEMES:

- (1) Professional Staff
- (2) Outreach & Education
- (3) Planning and Forecasting
- (4) Partnerships & Working Together



Stakeholder Interview Discoveries: Confidence and Clean Water Challenges

100%

of participants have **high confidence** in WES' ability to provide wastewater treatment services, today.



Subset voiced concerns relating to surface water and stormwater management.

Obstacles that could get in the way of WES' ability to provide clean water services include:

Maintaining and strengthening relationships with service area cities.

Attracting and retaining highly skilled professionals from operations to senior leadership.

Preventing and managing pollutants and stormwater runoff related to infill, shrinking lot sizes and growth.

Communicating rates and budget information in a transparent and easy to understand format.

"My desire would be for WES and the municipalities it serves to build even stronger relationships, so the residents and other stakeholders know more about WES and its important role they do in protecting our watershed."



Stakeholder Interview Discoveries: Big Ideas and Small Changes

TOP

Get funny! Kids, classrooms, creativity, and kookiness ranked high when it came to ideas that could help WES tell its story with more impact and empower change. Think like a “Pooper Hero!”

***“Let’s do more,
together.”***

WEBSITE

- Map of district rates
- Follow the pipes activity
- History of WES
- Budget | Financial Section
- More kid friendly activities

CITY ENGAGEMENT

- Monthly Newsletter
- Festivals & Fairs with Cities
- Watershed Health Art (HV)
- Sustainability/Resource Committees/Neighborhoods
- Tribal Connections

PEER COMMUNICATION

- Update & Enhance IGA’s Bi-Annual Capital Planning
- Mutual Aid & Emergency Preparedness
- Timely Policy Review
- One size doesn’t fit all!

INNOVATION

- Start educating and talking about recycled water’s value before its needed.
- Encourage more low impact development.

“Get more young people involved in sharing successes – people will be much more engaged when the “future” is speaking.”

Summary

While there is a deep appreciation for the work WES does to keep our waterways clean, the district story is often hard to understand. Moving forward WES needs to find deeper and more creative ways to connect to its customers, stakeholders and service area communities.

“We moved to Gladstone in October of 2020 and live very near to both of the rivers here. We also kayak and are restoring a vintage, wooden drift boat so we can enjoy the natural beauty around us. We also have easy access to the mountains and the ocean. We must ALL help to keep this area clean and beautiful and we want to be a part of that!”

-Online Survey Participant



Clean Water Exchange

3-Year Strategy –
Coming Fall 2021

1. Strengthen stakeholder understanding
2. Create new clean water partnerships and advocates
3. Build trust through enhanced connections

Key Contributors

WES Advisory Committee

Diana Helm, Greg DiLoreto, and YOU!

Clean Water Exchange Task Force

**Todd Loggan, Akiko Gates, Carla Atwood, Gail Shaloum,
Lori Bell, Trista Crase, Manuel Contreras, and Ed Nieto**

Clean Water Exchange Project Manager

Shelly Parini

In partnership with:



THANK YOU!

Intro to Operations 101

Greg Geist, Director





<https://youtu.be/A2FmNrEmowE>



Thank you

Questions?



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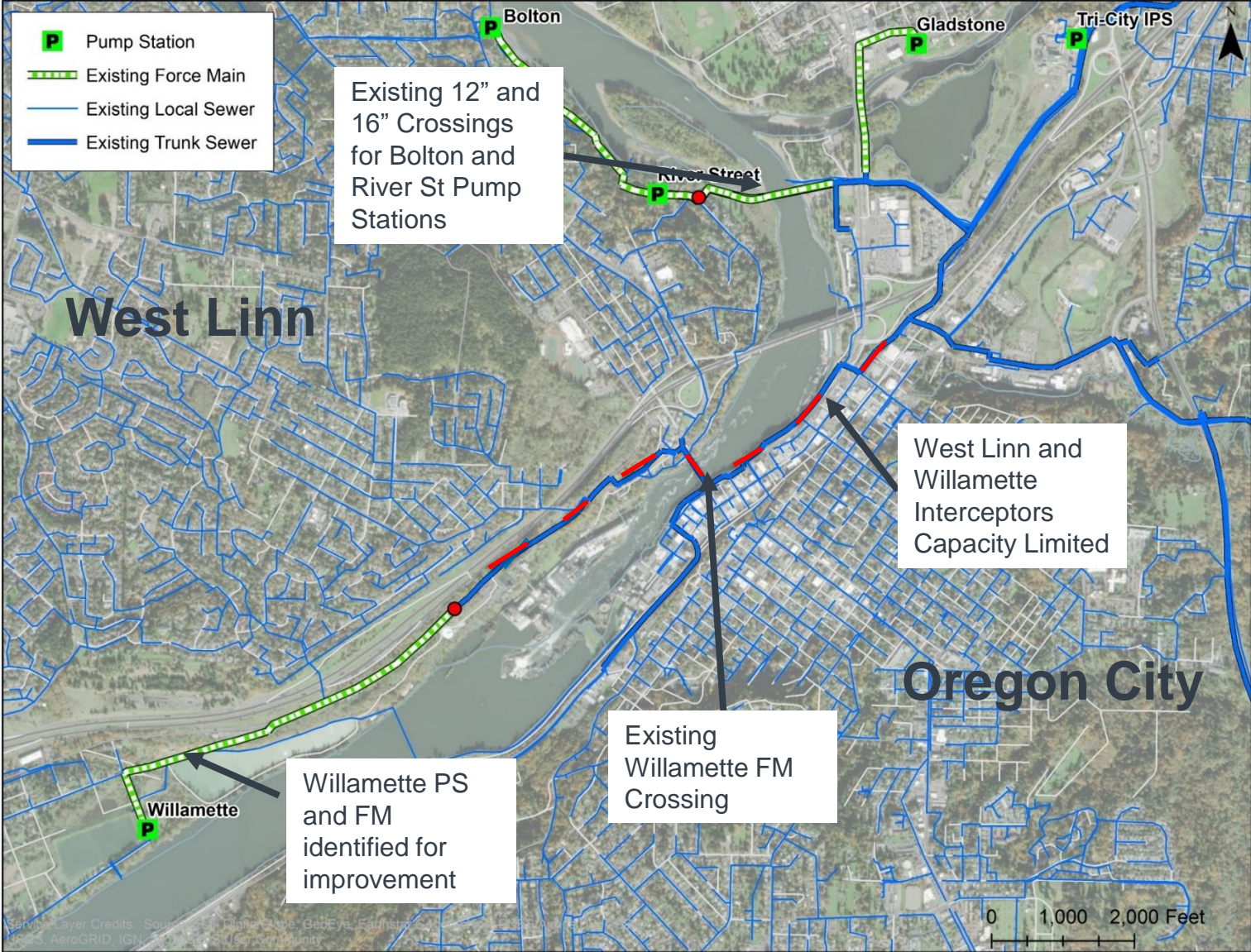
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Willamette Force Main River Crossing on I-205

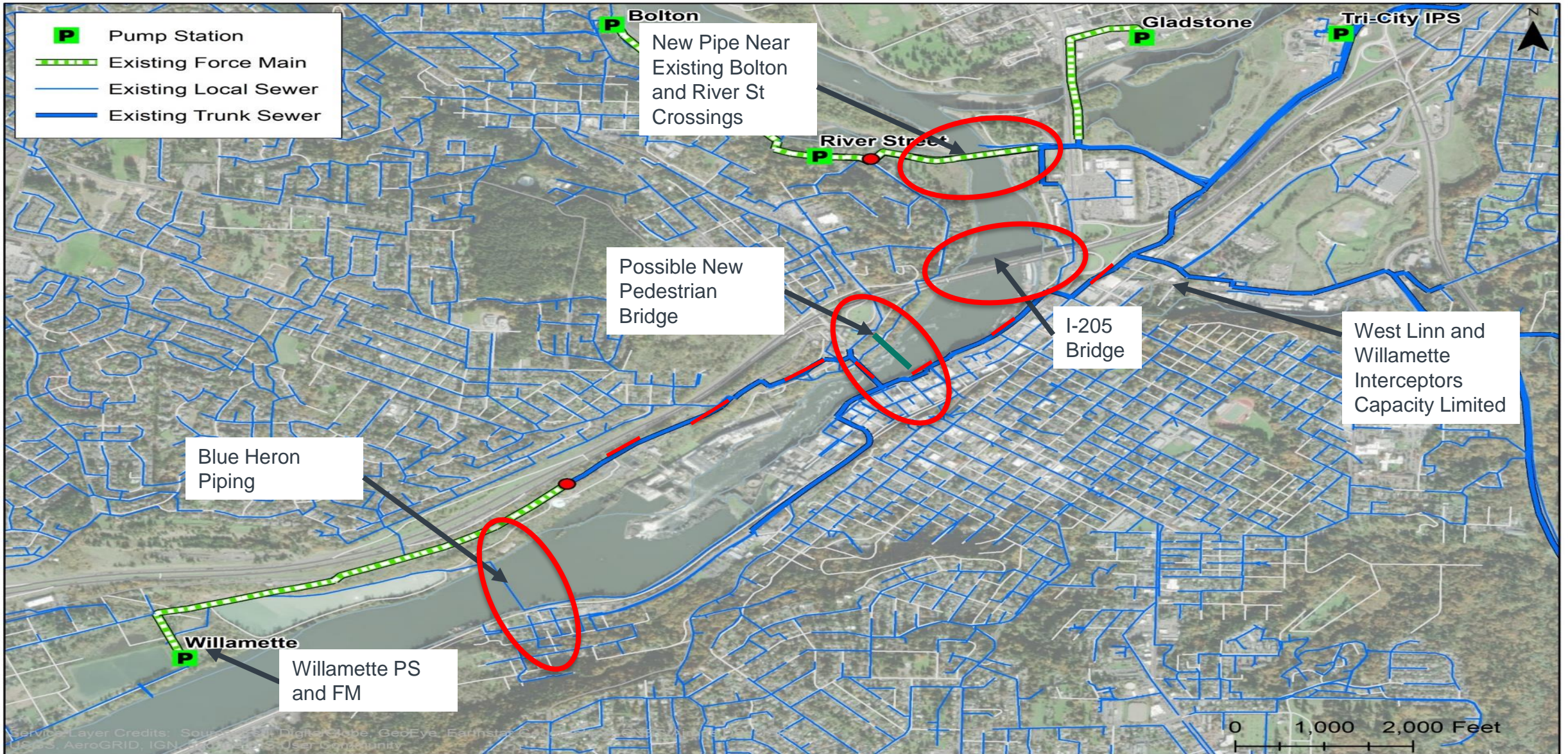
Lynne Chicoine, PE, BCEE
Capital Program Manager

Willamette River Crossings - Existing Infrastructure/Future Needs

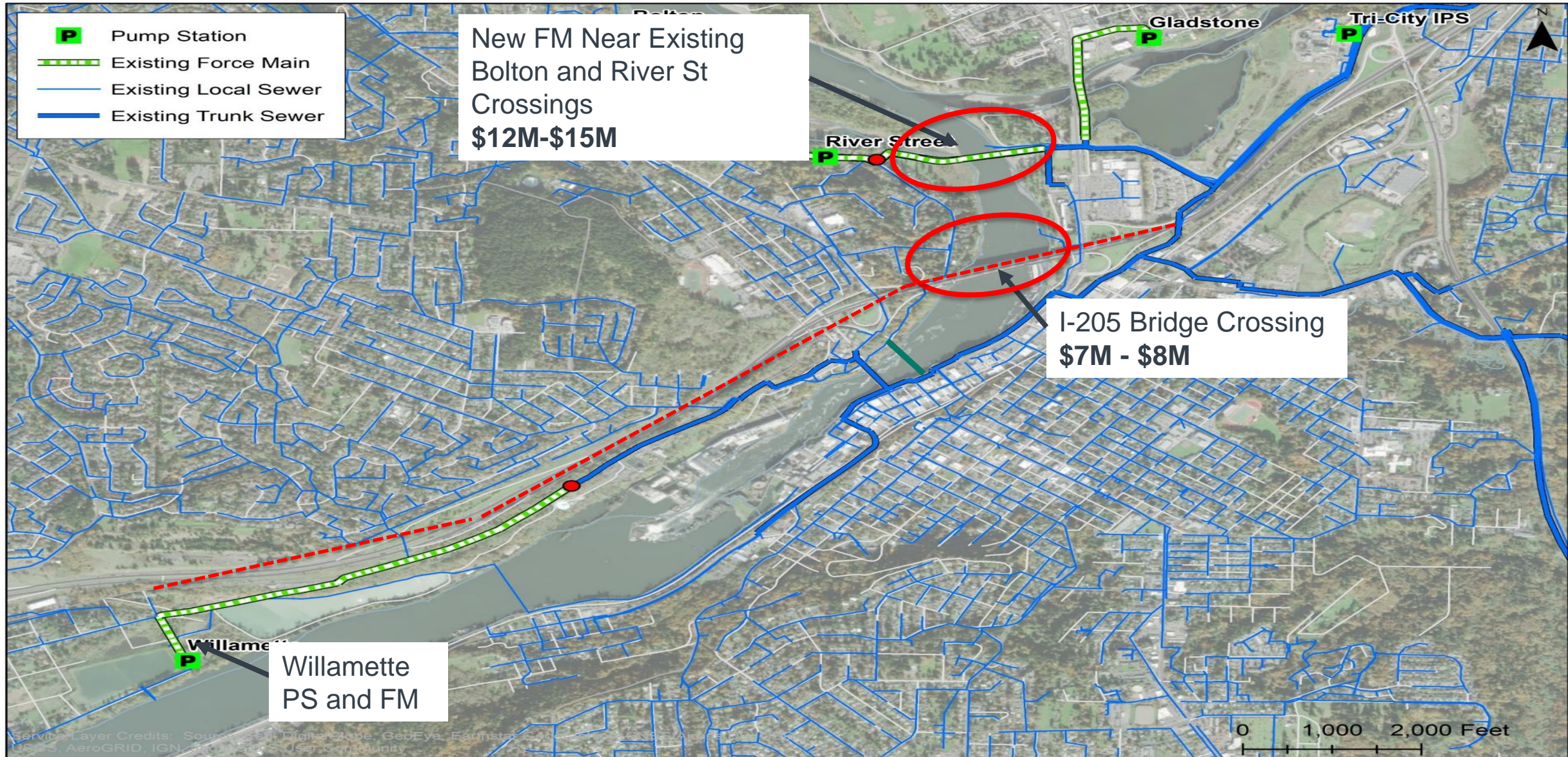
- **The Willamette PS and FM need to be upsized.**
- **Bolton and River St Pump Stations each have one dedicated force main. No redundancy for 40-50 YO force pipes.**
- **Goal is to provide FM capacity for the expanded Willamette Pump Station and redundancy for all force mains.**



Willamette FM - River Crossing Alternatives



Willamette FM - River Crossing Alternatives

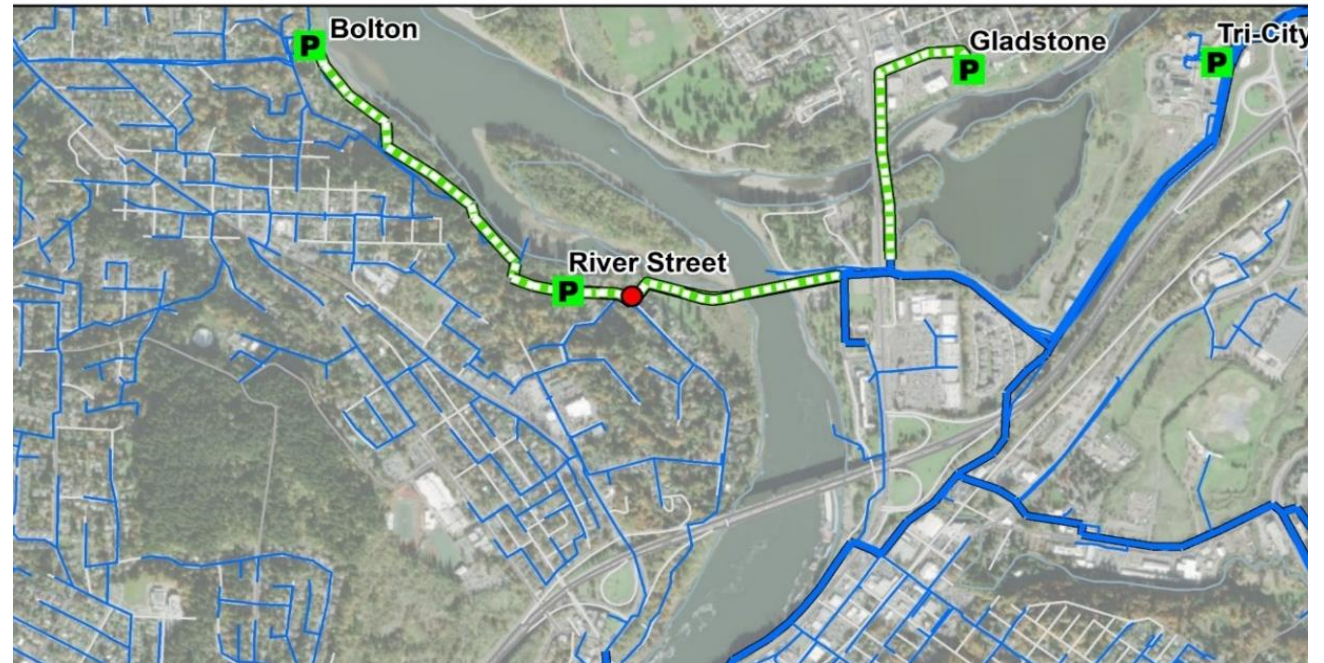


Willamette FM on Bridge – Advantages

- Lowest Cost
- Accessibility for Maintenance and Repair
- Easiest Construction

Bolton and River Street FM - River Crossing Alternatives

- **No Redundancy: \$0**
- **Increase Reliability/No Redundancy: \$5M - \$10M**
- **Add Redundant Pipe - \$12M-\$15M (recommended)**





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Questions?

Lynne Chicoine, PE, BCEE
Capital Program Manager