

AMERICAN FORK CITY  
WORK SESSION MINUTES  
October 23, 2014

**ATTACHMENTS (2)**

WORK SESSION

*The purpose of City Work Sessions is to prepare the City Council for upcoming agenda items on future City Council Meetings. The Work Session is not an action item meeting. No one attending the meeting should rely on any discussion or any perceived consensus as action or authorization. These come only from the City Council Meeting.*

The American Fork City Council met in a work session on Thursday, October 23, 2014 at the City Administrative Offices, located at 51 East Main, commencing at 3:30 p.m. Those present included Mayor James H. Hadfield, Councilman Carlton Bowen, Councilman Brad Frost, Councilman Jeff Shorter and Councilman Rob Shelton\*. Councilman Clark Taylor was excused as he was out of town.

Staff present:           City Administrator Craig Whitehead  
                                  City Engineer Andy Spencer  
                                  Deputy Recorder Terilyn Lurker  
                                  Finance Director Cathy Jensen  
                                  Fire Marshall Doug Bateman  
                                  IT Director George Schade  
                                  Legal Counsel Melissa Mellor  
                                  Public Relations/Economic Development Director Audra Sorensen  
                                  Public Works Director Dale Goodman

Also present:            Darrell Child

Mayor Hadfield welcomed everyone and excused Councilman Taylor.

PUBLIC OFFICIALS TRAINING REGARDING COMMUNICATIONS – Olympus Insurance

Darrell Child of Olympus Insurance was present for public officials training regarding communications. (See ATTACHMENT #1) Mr. Child stated that as they have talked to elected officials over the last few years, they have realized that there are increasing pressing demands on elected officials. There is more pressure for open transparency, but also protection of information that the cities obtain. Citizens feel they are entitled to greater transparency in government, and the elected officials feel the need to be responsive to the questions. However, they need to make sure that they are not releasing too much information.

Mr. Child stated that historically, elected officials were responsible for approving the budget, setting ordinances and general oversight of government. Today, there are many more responsibilities and the demands on the elected officials have grown exponentially as has the complexity of government. This means that as elected officials communicate, there is more pressured placed upon them.

Mr. Child stated that anything related to individuals, strategy, security or investigation needs to be discussed very carefully. Mayor Hadfield commented they hold executive sessions for that

reason and those discussions are kept in that room; if anyone discusses anything out of that room they are held liable.

Mr. Child continued that there have been times when elected officials would continue a dialogue that was started in a public meeting after that meeting ends. The best place for communication is in an open meeting. He also cautioned them about becoming involved in fragmented conversations where they are not getting all the information as they are not getting a complete picture. They cannot form judgments based on partial information, which can lead to prejudicial information. They could be held liable for prejudicial information. Mr. Child stated that they need to make sure they receive information in an appropriate setting, such as an open meeting where all parties are present.

Mr. Child stated that listening was the most important thing they could do as elected officials. You rarely get in trouble if you listen too much, but you can get in trouble if you talk too much. Elected officials are expected to listen and be responsive, but they need to be careful about making policy statements prematurely. He recommended active listening, and when someone has a strong opinion they need to listen carefully and restate what that individual has said; be careful when restating you do not make an opinion of what you think they should do.

Mr. Child stated that there was a study that stated society was losing the art of listening. They found that it was almost impossible for people to listen intently without distractions from their digital devices. A portion of that study had those involved respond to a text message in dialogue. Halfway through the study, they changed one party's question but the dialogue went on and no one noticed; they just kept texting along.

\*Councilman Shelton arrived.

Mr. Child stated that as elected officials, the art of listening can be practiced daily as they interact with the public. Rarely will they get into a difficult situation simply by active listening and restating back the position of the person wanting to be heard. Mr. Child stated that active listening also develops a culture of caring in our communities. Employee morale increases, the community cares more about the government and their fellow citizens.

Mr. Child stated he attended a recent Employment Practices Conference of attorneys involved in employment practices liability. They find that when the employees become disgruntled or discriminated against or do not feel like they have been treated appropriately, they will sue. One attorney commented that "above and beyond all the legal and practical aspects of employment practices cases, the most important thing to remember is that an aggravated party simply would like to feel that they have been heard, and that the appropriate action has been taken to prevent future reoccurrences. Often they are not seeking for monetary resolution, but simply to be understood and accepted." Mr. Child stated that as they model these kinds of behaviors in our organizations, they can see a lot of legal liability potential decrease. If people feel understood and accepted, they feel empowered.

Mr. Child stated he also wanted to talk about the risks of defamation or personal injury. He explained that anything written is libel and anything spoken is slander. As elected officials, they

are fairly well protected by the courts by the statements they make unless they go out of bounds in a few key areas. They go out of bounds if they say something that was blatantly false and with intent to injure. This is not seen often, and there was insurance coverage for elected officials in the form of Public Officials Error and Omissions coverage.

Mr. Child stated that the most important things to remember as elected officials is that all communications should be funneled through the normal meeting process. They need to allow the public to express their opinions and be a part of the meetings. When they are in situations where they interact with the public, they need to practice the art of active listening.

Mr. Child went over two case studies that are a part of the attached presentation.

Councilman Frost commented that the principles taught in this presentation help them become more productive with those around them.

Mr. Child stated that if they build a culture within the organization, you see the benefits permeate throughout the community. We are in a society where the art of effective communication and people feeling validated are going against us because of all the technologies available.

Mayor Hadfield stated that he has been very happy to turn issues over to Audra Sorensen to respond to.

#### PRESENTATION AND DISCUSSION ON THE CITY OF AMERICAN FORK WATER MANAGEMENT AND CONSERVATION PLAN UPDATE – Dale Goodman

Dale Goodman stated this was a report on the water management and conservation plan update where he will talk about the Utah Water Conservation Act, the 2009 Water Conservation plan, comparison with the state's water use averages, and the 2014 Water Conservation plan. (SEE ATTACHMENT #2)

Mr. Goodman stated that the Utah Water Conservation Act requires the city submit a water conservation plan that must be updated every five years and approved by the City Council.

In the 2009 Water Conservation plan, American Fork had 4 programs.

- Full implementation of the pressurized irrigation system to reduce culinary water by 50%. This was completed and the city has decreased from 315 gallons per day (gpd) to 164 gpd per capita.
- Water Loss Budget to track the difference between water delivered and water used on a quarterly basis. This is ongoing.
- Water meter change out program to change out 500 residential water meters per year. This is also ongoing and they continue to replace meters.
- Public conservation education by distributing two water conservation newsletters each year. They will continue to do this.

Mr. Goodman then went over the American Fork's water conservation compared to the state's goal. The City has done well on the culinary water usage, which was lower than the state's

average. However, the pressurized irrigation usage was above the state's average but was steadily decreasing. Mr. Goodman stated that while they still have some work to do on water usage, they have made some improvement.

Councilman Bowen asked if there were consequences for not meeting the state's goal. Mr. Goodman answered that there were consequences, one of which was that the state could come in and take over the system and run it for them and make the city pay. Mr. Goodman was not sure what the threshold was for the State to do this.

Councilman Bowen asked if the city was at risk since we were over the state's goal. Mr. Goodman stated they were probably not at risk at this point. He was not sure what the threshold was but felt that the State wanted to see that American Fork was trying to comply.

Councilman Bowen stated he was interested in what the threshold was and what the ramifications would be since this was based on state law.

Councilman Shelton stated the Division of Water Quality would be the jurisdiction and they could fine the City for not complying.

Mr. Spencer stated that the State DWQ has a point system where municipalities are assigned points for various deficiencies. For instance, the City has an ongoing agreement with the State of Utah to rebuild the spring collection system in the mouth of the canyon. The deficiencies they found at that location were assigned a certain number of points. The city then received a few more points for deficiencies and the DWQ informed us that the points set off a red flag and asked what we were doing about it. They let staff know that if American Fork was making progress on remediating the issues, the State would keep the EPA at bay; if the city ignored them then they would notify the EPA and they will assess it. Mr. Spencer stated that they have set thresholds where the number of points sets off red flags, but they want to see that the city was making an effort. In the case of the springs, they have made an effort and have an ongoing agreement to remedy the problem. Mr. Spencer pointed out that the state had a goal for water usage, but he did not think many municipalities had reached that goal. Mr. Spencer did not think the City was in danger as long as we turned in the plans, did what we indicated we would do and worked on correcting any problems we have.

Councilman Bowen stated that the DWQ was threatening with the EPA, potentially. Councilman Bowen commented that Mr. Spencer indicated the city was checking the quality of the water in the spring boxes and asked if we were monitoring the water quality or the environmental impact on rebuilding those boxes. Mr. Spencer stated they are monitoring the impact to build them. He used that example because the State stated that action needed to be taken or they would take further action.

Mayor Hadfield commented that the state was beating up on American Fork City, but 1/3 of that water belonged to the State of Utah; the state needed to take some responsibility.

Councilman Bowen stated that we still have some parts that are rural and he thought that would impact it as well.

Mr. Goodman stated that with the Cave Camp spring, there were no issues when it was built. However, there was now a parking lot over the collection boxes and they had the concern there could be some contamination from the parking lot. The DWQ wanted the spring boxes rebuilt so they could ensure that there would be no containments getting into the water system.

Mr. Goodman explained that in the 2014 Water Conservation Plan they have identified six areas.

- System repairs to replace older pipes; they will collect data quarterly.

Mayor Hadfield stated that the city had adopted an 11-step replacement program by the Council and they were now working in phase 3 of that program. The pipes that were being replaced right now were manufactured in 1930. The design in 1930 was cast iron pipe with joints containing lead. The vibrations from the traffic were making the joints leak. Mayor Hadfield stated there were issues they were working through because of the age of the city.

- Enforcement of existing ordinances; for example, enforcing the outdoor irrigation restrictions. They will also collect data quarterly.

Councilman Shelton asked if they had any information on how the outdoor watering system went this past summer and if they had to issue any citations. Mr. Goodman answered that there were a few issues, but most residents stated they did not know of the requirements. There was the potential to fine someone, but in the end they did make exceptions. Mr. Goodman stated that most people were willing to comply. Councilman Shelton commented that Pleasant Grove had an officer at night issue citations; American Fork was trying to change habits and were not issuing citations.

Councilman Frost stated that the state was running ads to teach residents about water conservation.

- Water conservation committee made up of the Public Works Director, Water Supervisor, one Councilman, and two citizens at large. The committee would look at what was going on to see if there was something they could be doing better.

Mayor Hadfield stated that the solution was in education. They need to put a program into the schools about using too much water; school children would be helpful in reminding families to conserve water.

- Public Conservation education where the City distributes two water conservation newsletters per year with the utility bills.

Councilman Bowen stated that he has run across the perception in the city that the way the pressurized irrigation system was sold was that residents could use the system as much as they want. Mr. Goodman stated that was probably true at that time, but as the population grows that was no longer true.

- Conservation water rate structure and continue rate increase implementation.

Mr. Goodman stated that one of the things the state recommends was to have a higher water rate in order to get people to conserve.

It was noted that it would be between \$2 and \$3 million for pressurized irrigation meters for each hookup.

Councilman Shorter stated that he had a problem with telling people to save water but then hammering them with a higher bill.

Mayor Hadfield asked Ms. Jensen how much longer they would have to pay the Murdock canal fees. Ms. Jensen would have to check it out, but thought it was about 20 years. Mayor Hadfield stated that there will be a time that the debt would be paid off.

Councilman Frost commented that if they use less water he would hope that there would be less in maintenance costs.

Mr. Goodman stated that the implementation of the 2009 Water Conservation has produced a reduction on the culinary water use per capita, which was lower than the state's average. The use of the pressurized irrigation needs some help to reduce the use. Mr. Goodman stated that they felt the 2014 Water Management and Conservation Plan would reduce the use of culinary and pressurized irrigation water.

Mayor Hadfield stated this was a unique year as there was a lot of rain in August and September; they were not taking their share of storage water because it was not needed. However, even though it had rained there were those in the community that still watered the lawn. Mayor Hadfield stated that there was an education process that would get the word out to hit the delay switch on their sprinkler systems when it was raining. He noted that the LDS Church turned the water off when it rained and the city needed to do that as well and set the standard.

Councilman Frost stated there was new technology that would help with water conservation.

Councilman Shelton clarified that this was a plan but was non-binding. They were not saying that they would continue rate increases. He would not feel bad if they pulled off that last option.

Mr. Whitehead wanted to clarify that the rate increases that began 3 years ago was not for conservation; it was to keep up with infrastructure replacement needs.

Mayor Hadfield commented that when he worked for the city years ago, he evaluated how much water went into our tanks and how much went through the meters. He found that for every three gallons they were pumping into the tanks, only 1 gallon of water was going through the meters. That meant that there were a lot of leaks that needed to be fixed. Many of the laterals going into the home were leaking between the main and the meter. Mayor Hadfield stated that they were working on replacing water lines and were running new service laterals. Most of the corrosion in the city happened because they would ground the electrical meter by running a wire to the water

pipe; this would make the lines rusty. They were running new service laterals that were plastic which would shift with the earth and not break or leak. He stated that when they get the water lines fixed, they are more than happy to fix the roads.

Mr. Goodman stated with the Pacific Drive project, it was initially a project to overlay the road from 200 East to the Railroad tracks. Over time, that project grew to include storm drainage and then they felt they needed to replace all the laterals as well as a section of the water main. In the last week, they had bad radial leak. They decided they needed to remove and replace the main and install fire hydrants now. They know at some point in the future they could be rebuilding that entire road in conjunction with the Main Street Vision project, but they don't know for sure that would happen. They initially did not want to replace the pipe for that reason; however, after opening up the road they decided it needed to be replaced.

Councilman Shelton asked if there was there a negative impact to replacing the line now rather than later. Mr. Goodman answered that there was a possibility that when the expansion takes place, they will have to add water lines on both sides of the rail. However, they do not know if or when it will happen. They can wait or they can replace the line now.

Mr. Goodman stated that he wanted them to be aware of this as they are at the end of the paving season. They can do one of two things. They can replace the lines now and then overlay in the spring. Or, they can wait until spring to replace the pipe and overlay. If they try to pave or patch right now, they may end up with the winter mix which is more expensive.

Mr. Goodman stated that they cannot afford to do the project as it has grown outside what was budgeted and planned for. Mayor Hadfield stated that they could fund water lines out of capital improvements. Mr. Goodman stated that they had money in capital improvement budgeted for the Cave Camp Spring project; but they would not have the permits in this fiscal year and they so they could use that \$500,000 elsewhere. Mr. Goodman stated that they have found that one of the water tanks at the mouth of the canyon needs to have repair work done at a cost of \$150,000 and that was unbudgeted for but needed to be done. That \$500,000 starts shrinking pretty quickly. Mr. Goodman stated that staff's recommendation was that they hold off until spring to replace the water line and overlay the road.

Mayor Hadfield stated that the contract with Morgan Asphalt had a clause that they could do the work in the fall or spring. If they go out for bid in November and December they will get the best price for next spring.

Mr. Goodman noted that the entire line needed to be replaced on Pacific Drive.

Councilman Bowen noted that staff's recommendation was to wait until spring but the road was already torn up. Mr. Goodman stated that the contractors were nearing completion of the project up to the mill and overlay of the road. If they hold off on the water line, they will hold off on the underground work and then patch the road. In the spring the water line would be replaced and then an overlay done.

Mr. Goodman stated they were going with the entire remove and replace of the road was because they could make that project last for 8 to 10 years until the Main Street project takes place. He indicated they could also lay fabric down under the asphalt and that would help to prevent the cracks in the overlay.

Councilman Shelton asked if they could get information on the project such as the budgeted amount, what was initially planned and what extra work would be beyond that.

Mr. Spencer stated the contract right now was \$374,000 for the work that was approved initially for the overlay, with a 10% contingency on top of that which took them to approximately \$410,000. The water line replacement would be about \$300,000, but they don't have an exact amount right now. Councilman Shelton asked to see that written out.

Councilman Bowen asked if they would be installing curb and gutter. Mayor Hadfield stated that they will where it presently is; there is no curb and gutter on the south side. Mayor Hadfield stated that when Trax comes through, the location will change. Mayor Hadfield stated they have added some sumps along that corridor.

Mr. Spencer stated that he wanted to make it clear that their intent is to build from the bottom up; However, with the uncertain future of Pacific Drive it was a project they had to decide what needed to be done now and what could be done later. It would be a very nice driving surface, but it would not be as nice as 900 West.

Mayor Hadfield stated there have been big improvements already along Pacific Drive, but the biggest improvement would come next spring when the road is overlaid.

#### ADJOURNMENT

The meeting adjourned at 4:40 p.m.



Terilyn Lurker  
Deputy Recorder



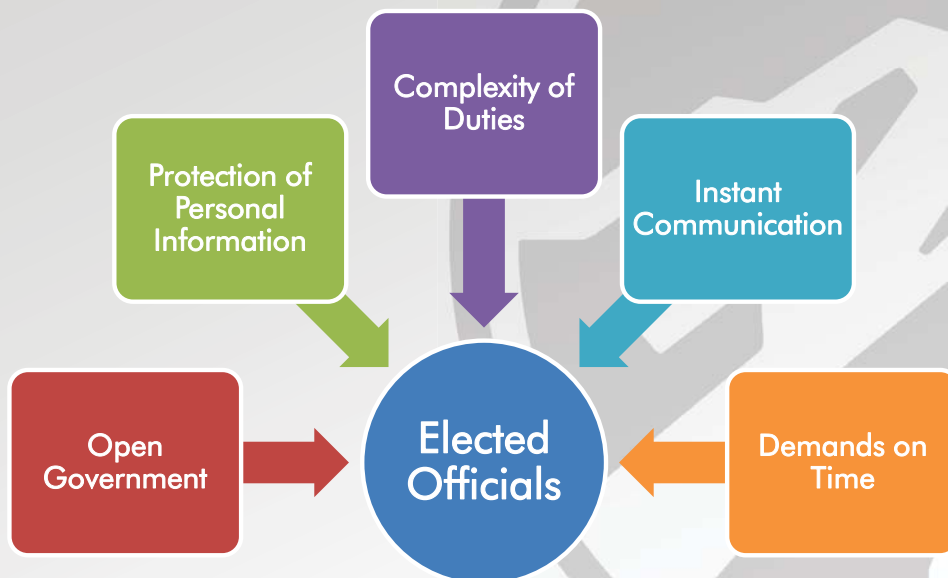


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# Effective Communication with the Public

B. Darrell Child  
Executive Vice President

## Current Trends



## Open Government

- Citizens are entitled to access government documents and proceedings.
- Open government opposes reasons of state, which historically may have been sufficient reasons for withholding information from the public.



## Protection of Personal Information

- Duty to protect the information of individuals
- Significant legal ramifications for failure



## Historic Duties of Elected Officials

- Approve the budget
- Set Ordinances
- General oversight of government



## Typical Council Responsibilities Today

- Judging qualification and election of members
- Setting and interpreting rules governing proceedings
- Exercising all powers of cities the law does not delegate to others
- Legislate for the city
- Directing the enforcement of city ordinances
- Appointing administrative personnel
- Transacting city business
- Appointing members of boards
- Conducting the city's intergovernmental affairs
- Protecting the welfare of the city and its inhabitants
- Providing community leadership



## More Communication Channels

- Historic
  - Discussion in open meeting; attendance required
- Today
  - Discussion in open meeting; broadcast through various media outlets
  - Potential information release through social media or other outlets



## The Public Expects from Elected Officials

- Information related to decisions
- Information presented in an appropriate forum that assures compliance with open meetings laws, with full transparency and disclosure



## Cannot Release Information

- Sensitive information related to current or pending litigation which could be harmful to the defense.
- Personal protected information, such as personal health or financial information.
  - An individual's character, professional competence, or physical/mental health
  - Strategy sessions to discuss collective bargaining
  - Discussions regarding security personnel, devices, or systems
  - Investigative proceedings regarding allegations of criminal misconduct
  - Strategy sessions to discussion the purchase, exchange, lease or sale of real property.
    - Public notice of the terms, and public approval of sale required.



## Key Communication

- What about side communication related to a critical issue?
  - If two or more council members meet at some other function, can they discuss an issue that will later be acted upon by the entire council in a normal business meeting?
  - What if two or more council members are approached by a member of the public to respond to an issue?
  - What if they trade emails or texts related to the issue?



## The Danger of Prejudicial Information

- Information that leads to premature judgment or unwarranted opinion, which may injure or impair another.



## Art of Listening

- As elected officials we are expected to be in tune with the needs and feelings of those that we represent.
- Our discourse with the public allows us to understand their needs or concerns, without expressing an opinion, policy statement or to make promises on behalf of the City.



# Are We Listening?

The  
Economist

Language

## You never listen to a word I say

**It is not just old married couples who talk without communicating**

A CONVERSATION in which neither party is listening to the other was dubbed a "duologue" by Abraham Kaplan, a philosopher who died in 1993. A duologue, he suggested, is more than a monologue but less than a dialogue. (Multiply a duologue by a roomful of people, he cynically added, and you have a conference.) Two psychologists have now given his ideas some substance, by showing that people do indeed often fail to notice when the conversations they are engaged in descend temporarily into nonsense.



# A Culture of Caring

- Listen and respond to those that are served.
- A culture of caring starts at the top down. If our employees know that the board and management care about them, then they are more likely to care about others.



# Employment Practices Conference

“Above and beyond all of the legal and practical aspects of employment practices cases, the most important thing to remember is that an aggravated party simply would like to feel that they have been heard, and that the appropriate action has been taken to prevent future reoccurrences. Often they are not seeking for a monetary resolution, but simply to be understood and accepted. ”



## Discourse with the Public

- After listening to and understanding members of the public, we may restate current policy and any process that may be considered to change current policy.
- It is always preferred to allow public comments in an open meeting which allows for expression to all of the elected officials.





## Risks of Defamation or Personal Injury

- Written – Libel
- Spoken – Slander



## To Prove Defamation

- Published – 3<sup>rd</sup> party heard or saw. May include language, gestures, written, or spoken record.
- False – The statement must be false. Mean or disparaging remarks may be hurtful, but not defamatory.
- Injurious – Reputations must be hurt by the false statement.
- Unprivileged.



## Actual Malice

- Must prove Defamation, plus actual malice.
- Actual Malice is a condition required to establish libel against a public official and is defined as “knowledge that was false, with reckless disregard of whether it was false or not” (NY Times v. Sullivan, 1964)



## Damages

- Actual damages
- Emotional distress
- Loss of good will in the community



## Coverage for Elected Official's

- Wrongful Act. A wrongful act is determined by an allegation of an "act, error or omission", in the course of conduct in the official capacity.
- Personal Injury. Personal injury is covered, and is defined to include libel & slander



## Case Study

- An individual was alleged to be in violation of City Code for poor yard maintenance – weeds, excessive junk, etc.
- Many in the community were upset by the apparent violation, and contacted elected officials.
- What may be said regarding this apparent code violation?
  - A. This individual has been a problem for years, and we are going to deal with this rascal
  - B. City Code will be fairly enforced, and any violations will be handled in an appropriate manner through the courts



## Case Study

- A group home for troubled teens sought a zoning change to allow relocation into an existing neighborhood
- Many in the neighborhood contacted elected officials to express dissatisfaction
- One elected official, after meeting with neighborhood groups, publicly expressed that this home will not be approved, "on my watch", before the normal review process was completed
- After the appropriate public meetings were held, the request for zoning change was denied
- Could this entity face liability for the early comments about zoning change?



## Examples

- Boise County, Idaho  
– Judgment – **\$5.4 million**

### Idaho bill aims to bail out Boise County

Published: February 24, 2012

The measure would allow a tax increase without a public vote.

By WILLIAM L. SPENCE — LEWISTON TRIBUNE

The narrowly crafted bill is intended to help Boise County, which is facing a \$5.4 million judgment for improperly blocking a proposed development in 2010.

House Majority Caucus Chairman Ken Roberts' measure would let county commissioners raise property tax "obligation levy" for the purpose of paying off a court judgment, subject to a referendum.

The levy wouldn't have to be approved by voters, nor would it be subject to the 3 percent property tax increases.

"That doesn't sound like me, does it?" Roberts said Wednesday after the House Revenue Committee agreed to introduce the bill.

### Boise County asks voters for money to pay land-use judgment

Published: May 13, 2012

Commissioners also hope to issue municipal bonds to reduce the overall cost of debt.

By KATY MOELLER — kmoeller@idahostatesman.com

What's the issue?

Boise County commissioners hope that a special election Tuesday will help end their financial crisis.

The county is in the hole to the tune of \$3.15 million — what remains of a \$5.4 million legal judgment after a federal judge ordered the county to pay after it lost a lawsuit to the developer of a youth treatment center.

County officials say that under the current levy, they can't scrape together enough money to pay annual payments of \$811,000 and still provide mandated county services.



# Questions?



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# American Fork City

## WATER MANAGEMENT AND CONSERVATION PLAN UPDATE

Public Works Department  
Water Division  
October 2014

### TOPICS

- The Utah Water Conservation Act
- The 2009 Water Conservation Plan
- Comparison with the state's water use averages
- The 2014 Water Conservation Plan

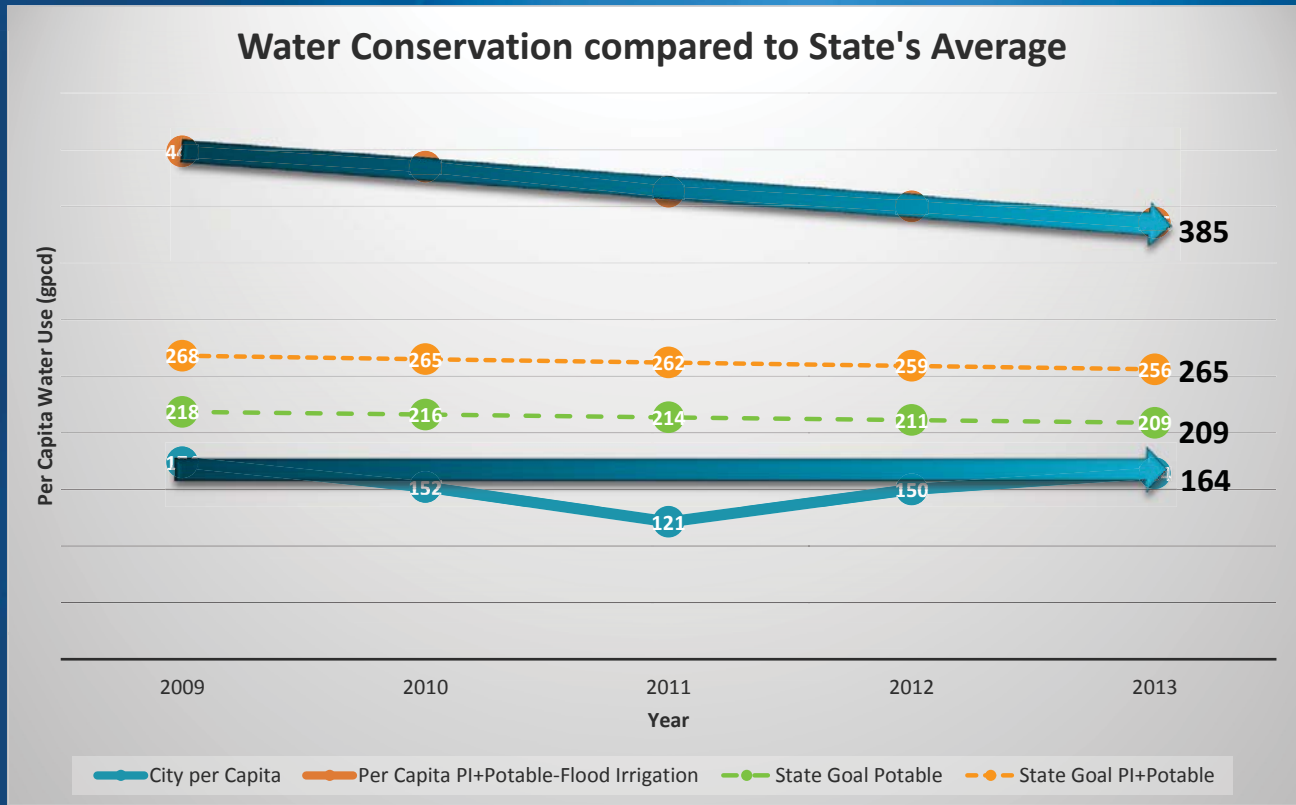
# The Utah Water Conservation Act

- The Utah Division of Water Resources has been charged with the administration of the Utah Water Conservation Act (73-10-32, UCA) and requires the following:
  - Submit a Water Conservation Plan
  - The Plan must be updated every five years
  - The Plan must be adopted by the City Council

## The 2009 Water Conservation Plan

Description	Goal	Evaluation
Full Implementation of the pressurized irrigation system	Reduce water use by 50% from 316 gpd to 158 gpd per capita	COMPLETED. Water use has decreased from 316 gpd to 164 gpd per capita
Water Loss Budget	Keep track of the difference between water delivered and water used on a quarterly basis	On going
Water meter change out program	Change out 500 residential water meters per year	1,265 meters replaced. On going
Public conservation education	Distribute two water conservation newsletters per year with the utility bills	On going

# Comparison with the state's average



## The 2014 Water Conservation Plan

Description	Goal	Evaluation
System repairs	Replace older pipes	Collect data quarterly.
Enforcement of existing ordinances	Enforce the outdoor irrigation restrictions	Collect data quarterly.
Water Conservation Committee	Organize a Water Conservation Committee to monitor the WMCP	Organize quarterly meetings and evaluate implementation
Water meter change out program	Change out 500 residential water meters per year	On going
Public conservation education	Distribute two water conservation newsletters per year with the utility bills	On going
Conservation water rate structure	Continue rate increase implementation	Evaluate if the water rate increases reduce usage.



## Conclusions

- The implementation of the 2009 Water Conservation has produced a reduction on the culinary water use per capita
- The culinary water user per capita is lower than the state's average
- The use of pressurized irrigation needs some help to reduce the use below the state's average
- The 2014 Water Management and Conservation Plan was prepared to reduce the use of culinary and pressurized irrigation water