

Appendix F

Public Education and Outreach
Information & Materials

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1.0 Introduction

The Community Source Water Protection (CSWP) Plan for Public Water Systems in Carson City identifies education regarding source water protection plan implementation objectives. This Public Education and Outreach Plan (Education Plan) provides education goals, target audiences, tools and tactics to achieve the objective for education.

Source water protection programs in Nevada are initiated and implemented at local levels and depend on the willingness of a community to support the local program. Therefore, public education and participation is an important strategy to enable community members to be stewards of their local drinking water sources, to promote voluntary protection efforts, and to build public support.

2.0 Education Plan Goals

1. Help the target audiences to gain an understanding and awareness of how their actions can help to protect community source water.
2. Motivate a change in practices and personal behavior to prevent contamination of source water per the drinking water protection goals of the Community Source Water Protection Plan for Public Water Systems in Carson City.

3.0 Target Audiences for this Education Plan

The Local Planning Team that developed the CSWP Plan identified two priority target audiences:

- Carson City interdepartmental staff, including Carson City Emergency Responders
- School students

Carson City staff particularly in Public Works, Emergency, and Parks and Recreation need to be aware of the source water protection areas (SWPAs) because they work in these areas and direct many of the activities that occur there. Emergency responders in particular need to be familiar with the hydrology of the SWPAs because of the potential for emergencies such as spills, or emergency actions to clean up the spills, to contaminate source water. An education outline for the various departments in Carson City is provided as Attachment A.

Science classes for students in or near the 6th or 7th grade level are a specified audience because they are receptive, the science blends well with their existing curriculums and because children often provide pressure on their parents and relatives to “do the right thing”. A school presentation content example is provided in Attachment B.

There are other important audiences identified in the CSWP Plan Action Plan including businesses and industries as well as households with the potential to contaminate drinking water. The tools described and provided in this Education Plan may be tailored for these audiences as well. The education and outreach approach and materials may be tailored using the various tools in this plan in order to best reach the identified audience.

4.0 Educational Tools for Presentations to Target Audiences in Carson City

During the process of preparing the CSWP Plan, three educational tools were developed to help facilitate immediate public education and awareness for source water protection. These tools are available through the Local Planning Team:

- The Flex Viewer for public water systems in Carson City;
- Groundwater Model and Watershed Model; and
- Power Point Presentation.

The Source Water Protection Flex Viewer

The Flex Viewer is powerful on-line mapping, planning and teaching tool developed for this CSWP Plan. The Flex Viewer created for the CSWP Plan has a wide variety of GIS base maps and layers. Base maps include topography, aerial photos, or street maps. Layers include potential contaminant sources, land uses, parcel boundaries, FEMA flood zones and others.

The Flex Viewer allows one to zoom in and out to view an area with variable detail to see where the SWPAs are located in the communities relative to a variety of activities. It is important for people to understand where their activities are relative to SWPAs. The Flex Viewer is available at <http://douglasnvgis.info/carson/swp> and is password protected.

The Watershed Model and Groundwater Model

The watershed model and groundwater model used together with the SWPA maps or the Flex Viewer are powerful tools to engage an audience and help them to understand how source water can be contaminated. The watershed model allows the presenter to show how contaminants from industry and residential activities can be washed into our drainages. The Groundwater model illustrates how contaminants in drainages can infiltrate into the ground and eventually contaminate a drinking water well. These models are available for purchase or may be borrowed from the NDEP. Attachment B includes a brief example for how the models can be used in a classroom.

- The watershed model may be purchased from Enviroscapes at <http://www.enviroscapes.com/nonpoint-source.html>
- The groundwater model may be purchased from several universities, however, they are variable in hardness. The model, available from the University of Nebraska, Lincoln, is excellent <http://groundwater.unl.edu/>

PowerPoint Presentation

A PowerPoint Presentation was developed as a part of this CSWP Plan for Carson City. The slides may be removed to tailor a presentation for a specific audience. The presentation should be provided by someone from the Local Planning Team or a person trained in the CSWP Plan. The PowerPoint is available through the Local Planning Team and an outline is provided as Attachment C.

5.0 Useful CSWP Information

The CSWP Plan contains a variety of information that is useful to be familiar with when conducting public education and outreach. This information includes:

- Names and affiliations of the individuals who helped prepare the CSWP Plan (see page i);
- Source Water Protection Area maps for each community (viewed via the Flex Viewer <http://douglasnvgis.info/carson/swp> or the maps in the CSWP Plan Appendix A);
- A map of the areas around the drinking water source(s) that may be susceptible to contamination (see the CSWP Plan Appendix D);
- Inventory of activities and conditions that may adversely affect drinking water quality (see the CSWP Plan Appendix D);
- The Management Strategies that community intends to use to protect its drinking water sources (see the CSWP Plan Section 3.4);
- The Contingency Plan describing what the community would do to replace its drinking water supply if the source became contaminated (see the CSWP Plan Section 3.5); and
- The Action Plan that provides a schedule for implementation of the Public Education Plan (see the CSWP Plan Appendix E).

6.0 Educational Messages and Discussion Points

The presenter(s) should engage their audience in order to bring the source water protection concepts into a person's own experience. The discussions before, during and after the presentations help to facilitate this. The following questions can help to kick start open communication.

When you turn on the tap in your home where does the water come from?

Most people do not know where their water comes from unless they own their own well. If you are on your own well, then the water comes from the shallow aquifer in the immediate vicinity of your well. If you are connected to the public water system then your water comes from a source water protection area and is piped to your home.

What is Source Water Protection?

Source water protection is a way to prevent drinking water from becoming polluted. Much can be done to prevent pollution, such as the informed use of land and proper use and disposal of chemicals.

What are source water protection areas?

In Carson City, source water protection areas are specific areas surrounding public water supply wells as well as the watersheds for Kings Canyon, Ash Canyon, and the Marlette/Hobart water system. The areas are illustrated by the SWPA maps.

Why is it important to protect water at the source?

Protecting public drinking water supplies at the source *before* pollution enters our drinking water supply lessens potential health issues, the high costs associated with water treatment, and source water development. Public water users can help protect the community's source water. Managing land uses and human-caused sources of contamination are the keys to preventing pollution *before* it enters our drinking water supply at the source.

What contaminates the water we drink?

There are numerous pollutants that can contaminate surface and ground water. Some contaminants are a result of improper disposal of common household products such as cleaning products, waste oil, pet waste, fertilizers and pesticides. Others may be used or generated by businesses such as dry cleaners, film processing centers, salons, cemeteries, petroleum storage and handling facilities, etc. These and other harmful products, when improperly disposed of may threaten to contaminate our drinking water.

7.0 Other Education and Outreach Tools

The CSWP Local Planning Team should consider themselves Plan Ambassadors. The entire Team should take every opportunity to convey the essence and objectives of the CSWP Plan. The following tactics to help increase knowledge and change behavior in accordance with protecting our drinking water sources.

Inserts in water bills – Purveyors may want to insert information in water bills periodically to communicate updates on the CSWP Plan, testimonials collected, a special event related to protecting our community's drinking water source, and real time changes happening at businesses or source water sites. Photos and links to information make newsletter inserts more interesting,

Website links – A Source Water Protection website can be developed to serve as the repository for education materials. Photos and links are very important on a website. Create a section for businesses to learn how they can become source water protectors and share stories of how they are helping protect their community's source water. If resources allow, a more in-depth website or page can highlight source water protection projects. *All tactics should include a website address.* Additionally, websites operated by public water systems can also be used to communicate details of the CSWP Plan by incorporating information on the site or by containing links.

Press releases – Developing relationships with local media and pitching stories and event ideas to them is an effective way to reach several audiences including business leaders and residents. Stories in local media outlets are a cost effective way to educate members of the community regarding the importance of source and drinking water protection efforts and can be accomplished by sending out media releases/advisories and by participating in interviews. Media relations are also a good tactic for recognizing residents, businesses, and owners who have made strides to protect source water. A list of media outlets for the Carson City area and a press release template are attached to this Education Plan.

Partnership with local chamber of commerce – Consider creating a "Source Water Protector of the Year" award or recognition. Encourage local businesses and members of the Chamber to make affordable and effective changes at their place of business that will help protect the community's source water. Celebrate and honor all participants and award and recognize one business for being a key protector of source water.

Governing and Advisory Board, and local government leader's education and engagement – Educate board members and other local government leaders regarding the importance of source water protection in our community. Also, engage local government leaders in a friendly challenge to protect source water. Ask leaders to participate in site visits, offer testimonials, and change their habits at both their place of business and home to protect source water.

Public meetings/conferences/community events – Publicize the meeting or event and use other tactics to support the education at the meeting, conference, or event.

Employee training on materials handling practices, emergency spill situations – Purveyors should have these items on hand and, if asked, they may consider including information on the importance of protecting your community's source water.

Social media (blogs, podcasts, Facebook, YouTube, Twitter, LinkedIn) – Through websites, blogs, YouTube, etc., audiences have an opportunity to get information anytime. It can also provide an interactive experience.

Site visits – Meet on-site with businesses to discuss how contamination can happen and how it affects the community's water supply in everyday terms.

Testimonials – Water users who have changed their practices in an effort to lessen their impact on source water and how and what they did and the results. These could be used in many forms: posters, electronic newsletters, at events and in presentations.

Site signage – Businesses that use low impact development or best management practices to lessen their impact on source water may post signs to indicate their dedication to their community's most important resource, drinking water. For example:

[INSERT BUSINESS NAME HERE] is dedicated to protection of (community name) drinking water sources through the use and support of best management practices.

Guest columns/editorials – Guest columns and editorial pieces to local newspapers enables the CSWP Team the opportunity to position the Team as source water protection experts. Guest columns from respected and well-known community members also offer a medium to encourage, educate, and motivate readers to protect their source water. Use the attached Nevada media list to assist you in pitching a guest column or editorial.

8.0 Ways to Measure Education and Outreach Success

Evaluating effectiveness is the foundation for a successful plan implementation. Effective evaluation is key in determining how well your messages and tactics are received and what changes can be made to improve the program. Based on the tactics chosen and the resources available, at least one form of measurement will work for each tactic. Establish the best form of evaluation as soon as the tactics are selected. When conducting outreach one should be thinking about the difference being made and how best to measure the impact. Quantitative and qualitative measurements should be considered.

Quantitative measurements – measure the amount of information, not necessarily the quality of information such as:

- The quantity of presentations delivered and people in attendance;
- The quantity of distributed materials; and
- The quantity of inquiries (phone calls, e-mail, e-newsletter, website testimonials and visits).

Qualitative measurements – measure the quality of the information by giving an opportunity for feedback. In this way you can determine how the messages you are communicating are being received.

This can be as simple as asking each and every person who has come into contact with your messages such as:

- Survey the presentation attendees;
- Email surveys to those who receive email communications; and
- Online survey of website visitors.

9.0 Educational Tips

Education outreach tools and tactics were created in formats to allow each user to personalize them to their individual needs. Depending on the tactics selected, users may need to create additional communication pieces. A few tips to remember when creating any communication piece include:

- Simple is best;
- Allow whitespace – do not fill every space;
- Be consistent in the look and message of every piece;
- Limit the communication piece to no more than three messages.

Finally, always include a call to action such as:

- “To learn more, log onto our website: www.carson.org”
- “To register for a presentation, contact your water purveyor.”
- “Take oil to one of the following disposal locations...”

A great idea without the resources to execute it will not be effective, nor will brochures that simply sit on the counter at the community library when they need to be in people’s hands. Therefore, when education for an audience is desired, these are a few things to consider:

- What is the best way to reach my audience?
- What is my budget?
- How much time do I have?
- How will I follow up to see if it was effective? And when?

Education Plan

Attachment A

Education Outline for Carson City Departments

This curriculum is intended to be used along with the groundwater model and the watershed model and possibly presented as a Power Point presentation as appropriate.

The Nevada ISWP Program and CSWP Plan in Carson City

- What is Nevada's Integrated Source Water Protection Program
- What is Source Water Protection in Carson City
- How the CSWP Plan was developed, the team, inputs, approvals and future updates

Stormwater and Groundwater Hydrology

Use the watershed physical model and a groundwater physical model to review

- Contaminant sources, types, risks, travel ways
- Drinking water concepts: water sources, groundwater, watershed, wells, well capture zones, source water protection areas, water systems

Review of the SWPAs, PCS maps and GIS tool

- Review the SWPA maps, their availability and content. Review using the Flex Viewer Tool
- Review the Contaminant Source Inventory; Potential Contaminant Sources what they are and where they are located in their community
- Contaminant conduits: well construction, abandoned wells, pits
- Emergency surface water and groundwater contacts
- Source water protection area incorporation into planning, activities, and emergency response considerations

Review Implementation of the Action Plan (if applicable)

- Discuss the management strategies and Action Plan, including the status of individual Action Items.
- Review priorities, then as needed identify funding needs and resources.
- Assign duties and responsibilities for implementing the Action Plan.

Discussion

- How do the SWPAs impact City actions?
- What could be improved to help the training?

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Education Plan Attachment B

School Presentation Content Example

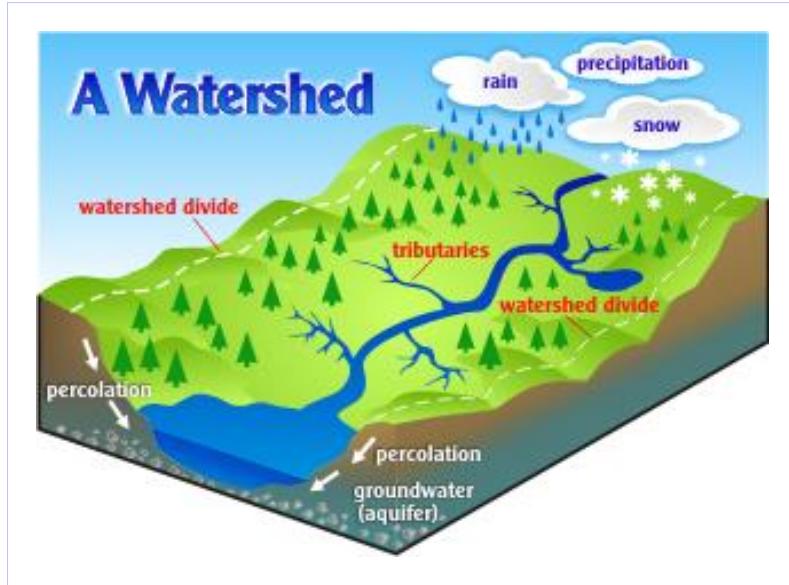
School presentations should last roughly 45 minutes. Introduce yourself and engage the students by asking several questions:

When you turn on the tap in your home, where does the water come from?

Depending on the answers the discussion evolves. A discussion regarding what the sewer does, streams on the west side of Carson City, rainfall quantities, or the Carson River as appropriate for the area.

What is a watershed?

Watershed is a difficult concept for most grade or intermediate school students. A drawing can facilitate the discussion. A watershed is the area of land where all of the water that is under it or drains off of it goes into the same place. The following figure is an example to describe what a watershed is.



Demonstration of the Watershed Model

- ✓ Invite the students to come close to see the watershed model and ask if they know:
- ✓ *What is a contaminant?* Discuss various forms such as oil and grease, factory chemicals, fertilizer, etc. and sprinkle it around.
- ✓ *How much rainfall does the community receive each year?* Discuss and then rain on the watershed, it flows down, then discuss infiltration, pull the plug and move to the groundwater model.
- ✓ Discuss the importance of individual actions to protect source water, drinking water.

Demonstration of the Groundwater Model

- ✓ Put the green and the red coloring into the lake and pond and pump different wells, discuss aquifers, contaminants, pumping, water movement, etc,

Demonstration of the Flex Viewer if WIFI is available or show the maps of the community:

- ✓ Discuss the well capture zones, source water protection areas, and what they mean. Point out the surface water sources.
- ✓ Discuss that different products are available that are more or less harmful to the environment. The importance of thinking about the chemicals they use and how they use them.
- ✓ Discuss the Household Hazardous Waste program available to Carson City residents. Provide flyers about the program if appropriate.
- ✓ Re-iterate that each person makes a difference to source water protection by his or her actions and choices they make every day.
- ✓ Discuss the difference between a water treatment plant (the Quill Plant) and the Wastewater Reclamation Facility (on 5th Street).
- ✓ Discuss the difference between wastewater and stormwater and how both can be contamination sources.

Education Plan

Attachment C

Carson City PowerPoint Outline

1. Introduction

- Community Source Water Protection Plan for Public Water Systems in Carson City, Nevada
- Source Water = Public Drinking Water

2. Plan Purpose

- Purpose is to document the public drinking water resources in Carson City and the measures that the Local Planning Team intend to implement to protect those resources.
- The CSWP Plan is a tool to facilitate cooperation and education to aid in the management and continued safety of Carson City's drinking water resources.

3. Voluntary program

- Funded by the NDEP ISWPP, formerly the WHPP
- Carson City provided letters requesting participation in the program and committed staff to provide support for developing the plan
- Focused on preventing the pollution of community drinking water sources, which is groundwater and surface water.

4. CSWP Plan Benefits

- Less effort and money is needed to protect drinking water supplies than to clean them once contamination has occurred.
- Avoiding water supply contamination up front lessens:
 - > Associated health issues
 - > High costs of water treatment
 - > New source development

5. Plan Development Process

- A Local Planning Team composed of representatives for the various public water systems, planners, local and state government has met since August 2012 with a technical assistance provider, Resource Concepts, to develop the plan.

6. Goals

Goal 1:

Update the existing Wellhead Protection Program into a readily accessible Community Source Water Protection Plan (CSWP Plan).

Goal 1 Objectives:

- 1) Form a Local Planning Team
- 2) Inventory current public water supply sources
- 3) Update of Source Water Protection Area boundaries.
- 4) Prepare a Potential Contaminant Source inventory.
- 5) Develop source water protection management strategies and actions that are specific, measurable, achievable, reasonable, and timely.
- 6) Obtain CSWP Plan endorsement from NDEP.

Goal 2:

Implement and maintain the Community Source Water Protection Plan.

Goal 2 Objectives:

- 1) Establish a schedule and process to review and update the CSWP Plan.
- 2) Inform and educate city departments, industry, landowners and the public about their role in source water protection.
- 3) Manage and share information communitywide.
- 4) Use GIS and other digital tools to communicate and maintain the CSWP Plan.
- 5) Identify management strategies within 2-year and 10-year planning implementation windows.
- 6) Apply different strategies: countywide, within SWPAs, or to specific potential contaminant source concerns.
- 7) Develop a schedule to implement priority projects or actions.

7. Drinking water resources included in the Plan

- 4 public water systems including 33 existing and 2 future wells:
- Municipal watersheds: Ash Canyon Creek, Kings Canyon Creek, and the Marlette/Hobart water system.
- The recharge area in the Vicee Canyon area.

8. Well Capture Zones

- Capture Zones are the predicted groundwater extent influenced by groundwater pumping for specific travel times
- All wells were modeled to determine the 2, 5, and 10-year capture zones.
- (Maps for illustration)

9. Potential Contaminant Sources (PCSSs)

- PCSSs are facilities or human activities near wellheads that might release pollutants and contaminate drinking water supplies (groundwater)
- PCSSs were identified in and near the well capture zones and watersheds
- Regionally the most common PCSSs are:
 - > Industrial facilities
 - > Residential septic systems

10. Source Water Protection Areas

- SWPAs were developed for management to prevent groundwater pollution.
- Based on a 2, 5, 10 and 25-year time of travel in groundwater to a public well.

11. Strategies to protect drinking water resources include:

- Coordination
- Domestic Septic Tank Program
- Fuel Storage Tank Program
- Household Hazardous Waste Program
- Maintenance
- Open Space Management
- Pretreatment Program
- Public Outreach and Education
- Regulatory Measures
- Shallow Groundwater Monitoring
- Solid Waste Management
- Spills and Leak Complaints

12. Actions to protect drinking water resources

From the Management Strategies, a series of Actions were identified as detailed in the Action Plan.

- (Pull appropriate detail as appropriate for the audience)

13. Next Steps

- Plan endorsement by local government bodies and the State of Nevada will allow Carson City and other PWS to request funding and technical assistance to implement the action plan and strategies.

14. Thank you

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Education Plan Attachment D

Media List for Communities in Carson City and Press Release Template

WEB PAGES

Carson City news and events web page www.carsonnow.org/
Carson City Public Works web page www.carson.org
Carson City Community Development web page www.carson.org
Nevada Source Water Protection Program web page <http://ndep.nv.gov/bwpc/sourcewater.htm>

NEWSPAPERS

Nevada Appeal (Carson City)
Northern Nevada Business Weekly
Reno Gazette-Journal (Reno)

TELEVISION

Reno:

KNPB, Ch. 5, PBS
KOLO, Ch. 8, ABC
KRNV, Ch. 4, NBC
KTVN, Ch. 2, CBS

Press Release Template

INSERT LOGO HERE

Date: Contact email@email.com

FOR IMMEDIATE RELEASE

Volunteer Team of Residents and Businesses Working Together to Help Protect Drinking Water in Carson City

(**Carson City**, Nev.) – With an annual rainfall of less than seven inches, few natural resources are as precious as water to residents of Nevada. Protecting our source water from possible contamination and pollution helps protect our drinking water. In **Carson City**, a Community Source Water Protection (CSWP) Team made up of local residents and business owners has been formed with the goal of helping inform and educate residents of **Carson City** about the importance of protecting our community’s drinking water sources.

The Team is made up of both business owners and residents who live and work in **Carson City**. They represent a cross section of organizations including Carson City staff, utility company representatives, first responders, community leaders, and many others.

The Team of volunteers is collaborating with **Nevada Division of Environmental Protection’s Integrated Source Water Protection Program (ISWPP)**.

ISWPP is a comprehensive, voluntary approach designed to help communities develop and implement a plan that protects their drinking water supply.

For more information on **Carson City’s CSWP Plan**, please visit **WEB SITE or (address)**.

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Education Plan Attachment E

Online Resources

For more information on your drinking water and source water protection go to:

Nevada Source Water Protections – General Information <http://ndep.nv.gov/bwpc/sourcewater.htm>

Nevada Integrated Source Water Protection Program <http://ndep.nv.gov/bwpc/wellhead.htm>

Nevada Drinking Water <http://water.epa.gov/drink/local/nv.cfm>

After the Storm: A Citizen's Guide to Understanding Stormwater
http://www.epa.gov/npdes/pubs/after_the_storm.pdf

This EPA link is excellent regarding water quality and things to look out for:
http://water.epa.gov/drink/info/well/upload/2003_06_03_privatewells_pdfs_household_wells.pdf

The State Laboratory has information regarding water quality analyses. Their Web site is
www.medicine.nevada.edu/nsphl

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Education Plan

Attachment F

Terms Defined

Aquifer: a naturally occurring, underground area of water-soaked sand or gravel.

Best Management Practices: are barriers, methods, measures or practices designed to prevent or reduce water pollution.

Bureau of Water Pollution Control (BWPC): the mission of BWPC is to protect the waters of the State from the discharge of pollutants. This is accomplished by issuing discharge permits, which define the quality of the discharge necessary to protect the quality of the waters of the State, enforcing the state's water pollution control laws and regulations, and by providing technical and financial assistance to dischargers. Through the NDEP, BWPC helps communities protect their drinking water.

Contamination: introduction of an undesirable chemical or biological substance not normally present in source water.

Ground water: water found beneath the earth's surface. The water is pumped to the surface for drinking water.

Integrated Source Water Protection Program (ISWPP): ISWPP is a comprehensive, voluntary approach designed to help communities develop and implement a plan that protects their drinking water supplies. ISWPP is a program created and monitored through BWPC.

Nevada Division of Environmental Protection (NDEP): NDEP will protect the State's natural resources through an effective, efficient program of permitting, enforcement of regulations, monitoring the environment, pollution prevention and remediation based on state and federal laws. NDEP encourages, motivates and supports communities' local source water protection activities; manages, shares and integrates source water protection information; develops federal, state and local source water protection partnerships; and integrates and implements source water protection at the state level.

Source water: consists of bodies of water such as lakes, springs, streams, rivers and ground water/aquifers that become our water supply.

Surface water: consists of springs, streams, and rivers that become our drinking water.

Watershed: A watershed is the area of land that drains to a common water body like a stream, river, or lake.

Well Capture Zone: The capture zone is that portion of the aquifer from which the well draws its water. A 2-year well capture zone is the portion of the aquifer from which the well would draw water within two years.

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Education Plan Attachment G

Contact Information

The following organizations and persons made development of this document possible. Contact one of the organizations listed below for information about the Community Source Water Protection Plan in your area, or contact the Nevada Division of Environmental Protection for general information about Nevada's Integrated Source Water Protection Program.

Organizations/Titles	Contact Information	Email address
Utilities		
Carson City Public Works <i>Water Operations Manager</i> <i>Utility Director</i> <i>Environmental Control Supervisor</i> <i>Chief Stormwater Engineer</i>	775-887-2355	RPalmer@carson.org DBruketta@carson.org KHale@carson.org RFellows@carson.org
Cottonwood Mobile Home Park <i>Proprietor</i>	775-883-8823	
Millhouse Inn Motel <i>Proprietor</i>	775-882-2715	
Marlette – Hobart Water System State of Nevada <i>Water Systems Manager</i>	775-687-1022	jerrywalker@admin.nv.gov
Planning		
Carson City Planning Department <i>Director</i>	775-887-2180	LPlemel@carson.org
Carson City Parks & Open Space Department <i>Open Space Manager</i>	775-887-2262	jguzman@carson.org
State of Nevada		
Nevada Division of Environmental Protection, Bureau of Water Pollution Control	775-687-9503	kborgzinner@ndep.nv.gov
Technical Resources		
Carson Watershed Subconservancy District <i>General Manager</i>	775-887-7456	edjames@CWS.D.org
Carson City Fire Department <i>Assistant Fire Chief</i> <i>Fire Chief</i>	775-887-2210	TTarulli@carson.org SGiomi@carson.org

Organizations/Titles	Contact Information	Email address
Douglas County GIS <i>GIS Supervisor</i>	775-782-9045	eschmidt@co.douglas.nv.us
Resource Concepts, Inc. <i>Senior Engineer</i> <i>Fluvial Geomorphologist</i> <i>Engineer Intern</i> <i>Principal</i>	775-883-1600	Jill@rci-nv.com Lynn@rci-nv.com Kristin@rci-nv.com Marvin@rci-nv.com