



Biola Community Services District
Minutes of the
Board of Directors
Regular Board Meeting August 20, 2026
6:00p.m.

The Board of Directors of the Biola Community Services District met for its Regular Board Meeting on September 17, 2026 at the Biola Community Center, Biola, California.

Directors present: Eugenio Gutierrez – Board President
Monique Dolores – Board President
Mercedes Ramos – Board Treasurer
Rosa Rosales – Board Secretary

Directors absent: Carlos Rodriguez – Board Member

Staff Present: Present along with Spanish Translators

Public present: *Amelia Ponce, Fabian Reyez, Veronica Reyez, Lucrecia Soriano, Maria Soto, Marcelina Lopez, Manuel Villareal, Adela Lozano B, Maria Sanchez*

Roll Call- Roll Call was called. At 6:13 PM, The Board President called the meeting to order. The board clerk confirmed there was a quorum.

1. APPROVE AGENDA

Motion: Approve the Agenda

Motion made by: Director Eugenio Gutierrez

Motion Second by: Director Mercedes Ramos

Vote:

Eugenio Gutierrez – Yes

Carlos Rodriguez – Absent

Rosa Maria Rosales – Yes

Monique Dolores – Yes

Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

2. APPROVE CONSENT CALENDAR

Motion: To Approve item (A) and item (B)

Motion made by: Director Eugenio Gutierrez

Motion Second by: Director Monique Dolores

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

3. CLOSED SESSION

a) Public Employee Performance Evaluation, Government Code Section § 54957
Title: Temporary Customer Service Representative

b) Public Employee Appointment, Government Code Section § 54957
Title: Administrative Assistant

c) Conference with Labor Negotiators Government Code § 54957.6
Agency Designated Representative: General Manager
Unrepresented Employee: Administrative Assistant

Motion: To appoint a part time administrative assistant

Motion made by: Director Monique Dolores

Motion Second by: Director Rosa Maria

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

4. PUBLIC COMMENT

Robert Gonzalez, Division Chief with Central Fire, announced a community smoke alarm giveaway to be held in Biola during Fire Prevention Week on October 8 at 6:00 p.m. The department's goal is to distribute approximately 100 free smoke alarms, with 60 already secured through community donations. Local businesses and organizations have also contributed to the effort. The event will include an ice cream truck provided by Leaves Ice Cream. The Red Cross will partner with the department to assist residents who need help installing smoke alarms in their homes. Information will be provided in both English and Spanish, and the event will be promoted through social media. Chief Gonzalez encouraged community participation and expressed interest in bringing additional

outreach programs, including CPR training, to the Biola community. He noted that properly installed smoke alarms significantly improve residents' chances of surviving a home fire.

ACTION ITEMS

5. Consider and Approve Proposal for Your Data Our Science, LLC for Hosted Water, Sanitary Sewer, and Storm Drainage GIS Services

Presenter: *Carmen Zamora, General Manager and Lars Stenstedt*

Staff presented a proposal from Your Data R Science LLC to develop and host an online GIS for the District's water, sanitary sewer, and storm drainage infrastructure. Staff explained that current infrastructure records are maintained in various maps, CAD files, and paper documents and are not centralized. Water and Wastewater Treatment Operator Eric Furtado discussed the challenges of locating underground utilities during leaks, repairs, and construction and emphasized the safety and operational benefits of having accurate, centralized utility mapping. Lars Senstead of Your Data R Science LLC presented the proposed GIS system, which would digitize existing records into an online, editable map. The system would allow District staff to update infrastructure locations and download the GIS data for use with other GIS software if needed. The proposal includes an initial cost of \$3,000, including the first year of hosting and support, with an annual cost of \$1,500 beginning in the second year.

Public Comments: None

Board Discussion: The Board discussed the proposed GIS services, including the benefits of digitizing the District's water, sewer, and storm drainage infrastructure records, the lack of centralized and current mapping, compatibility with other GIS platforms, ongoing support, and the availability of comparable services. Board members expressed support for digitizing the District's infrastructure but requested additional information regarding alternative GIS providers, costs, and compatibility with systems used by other agencies. Staff noted that approximately \$23,000 had been budgeted under Other Professional Services for this type of project. The Board also discussed the proposed \$3,000 initial setup and first year of hosting/support, with the option to discontinue the service after the first year and retain the GIS files. The consultant confirmed that the data would be provided in standard GIS formats and that training and remote support would be available.

Motion: To approve the GIS proposal for the first year only, at an initial cost of \$3,000, including setup, hosting, and support. The Board will review the system at the end of the first year and determine whether to continue the service and incur the subsequent annual hosting/support fee.

Motion made by: Director Monique Dolores

Motion Second by: Director Eugenio Gutierrez

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

6. Consider and Approve the Pay Rate for the Administrative Assistant

Presenter: *Carmen Zamora, General Manager*

Staff recommended approval of a compensation rate of \$20–\$22 per hour for the part-time Administrative Assistant position previously approved in closed session, for approximately 16–24 hours per week, effective upon appointment. The position will provide administrative support with board meeting preparation, records and files, financial documentation, public records requests, vendor and contractor records, correspondence, projects, grants, and other routine administrative functions. Staff noted that the employee currently serving as a temporary Customer Service Representative has provided administrative and customer service support during the temporary assignment. Staff identified approximately \$20,702 in available funding for the position through legal fee savings, insurance savings, and the existing budget surplus.

Public Comment: None

Board Discussion: The Board expressed support for the proposed 16–24 hours per week schedule. A Board member noted the Administrative Assistant’s strong performance and ability to exceed assigned duties, as well as the availability of budgeted funds for the position. The Board also discussed that increasing the position’s hours would provide the General Manager with additional time to focus on other District priorities.

Motion: To approve the Administrative Assistant position at a compensation rate of \$20.00 per hour for 24 hours per week

Motion made by: Director Monique Dolores

Motion Second by: Director Rosa Rosales

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

7. Discuss and Authorize General Manager to Partner with Fresno State's California Water Institute on Behalf of the District for an Extreme Heat and Community Resilience Program, Round Two Grant Application

Presenter: *Carmen Zamora, General Manager*

Staff recommended authorizing the District to partner with Fresno State's California Water Institute on an application for the State's Extreme Heat and Community Resilience Program. The proposed grant would fund planning and engineering for improvements around the District's water recharge basin, including shade, landscaping, and recreational areas. Fresno State would lead the application, with District staff providing support and information. The Board was asked to authorize the application and approve a letter of support.

Public Comment: Amelia Ponce A community member, thanked the Board and staff for their teamwork and expressed strong support for the proposed project and grant application. They stated that the project could provide valuable funding and improvements for the community and encouraged the Board to support the opportunity. They also acknowledged the General Manager's efforts in pursuing funding opportunities and expressed appreciation for the District's continued work on behalf of the community.

Board Discussion: The Board expressed strong support for the grant opportunity and appreciation to Fresno State for initiating the partnership. The Board member stated they were excited about the project and hopeful the District would receive the grant.

Motion: A motion was made to approve the District's partnership with Fresno State's California Water Institute for the Extreme Heat and Community Resilience Program grant application, including authorization to submit the application and provide a letter of support.

Motion made by: Director Monique Dolores

Motion Second by: Director Rosa Rosales

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

8. Review and Approve Amendments to the Water Shut-Off Policy for Non-Payment of Residential Water Service – Policy No. 2907

Presenter: *Carmen Zamora, General Manager*

Staff presented proposed amendments to Water Shut-Off Policy No. 2907 to clarify the District's delinquency and shut-off procedures for residential water service. The amendments would define a delinquent account as an account not paid in full for two consecutive months, including accounts where only partial payments are made. Staff noted the changes are intended to clarify existing procedures and comply with California's Water Shutoff Protection Act (SB 998). No fiscal impact is anticipated.

Public Comment: None

Board Discussion: The Board discussed the proposed clarification of the term "delinquent" and confirmed that the amendments are consistent with California's SB 998 requirements. Staff explained that partial payments are accepted and credited but do not constitute payment in full, and accounts remaining unpaid for two consecutive months may be subject to shut-off procedures, subject to applicable legal protections. Staff also explained that residents experiencing qualifying financial hardship or medical circumstances are provided payment-plan options as required by law. The District currently offers one-time payment plans, with arrangements generally allowing up to 12 months to resolve outstanding balances. Staff reported that 16 shut-off notices and more than 60 late-payment notices were issued during the current billing cycle, noting that shut-offs were higher than usual. The Board acknowledged the importance of balancing enforcement with flexibility for residents experiencing financial hardship.

Motion: To approve the amendments to Water Shut-Off Policy No. 2907 regarding non-payment of residential water service.

Motion made by: Monique Dolores

Motion Second by: Director Mercedes Ramos

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed

9. Consider and Approve District Expenditure of up to \$2,500 for N. Fifth Steet Fire Hydrant Project

Presenter: *Carmen Zamora, General Manager*

Staff recommended approval of an expenditure of up to \$2,500 toward the repair or replacement of the District-owned fire hydrant on North Fifth Street in front of Biola Congregational Church. The hydrant was damaged during recent testing due to corrosion and is currently out of service. The total repair cost is estimated at \$10,500. Biola Congregational Church has committed \$8,000 toward the project through congregational donations and a matching contribution. Staff requested authorization to provide the remaining \$2,500, contingent upon confirmation of the \$8,000 community contribution.

Public Comment: A community member expressed concern about the District contributing funds toward the fire hydrant repair, stating that the church and its congregation have funds available and should be able to assist with the cost.

Board Discussion: The Board expressed appreciation for the firefighters' efforts to support the community and support for the proposed fire hydrant repair. A Board member noted the District's recent financial constraints and suggested communicating to the church that, if it is unable to cover the remaining \$2,500, the District would proceed with its contribution.

Motion: to approve the District's contribution of up to \$2,500 toward the repair/replacement of the fire hydrant on North Fifth Street, contingent upon the Biola Congregational Church contributing the remaining funds.

Motion made by: Director Monique Dolores

Motion Second by: Director Rosa Rosales

Vote:

Eugenio Gutierrez – Yes
Carlos Rodriguez – Absent
Rosa Maria Rosales – Yes
Monique Dolores – Yes
Mercedes Ramos – Yes

Vote Count 4 ayes-0 nays. Motion passed.

10. Board Member Communications

A Board member expressed appreciation to community members for their comments and thanked the General Manager for pursuing grants and projects that benefit the community. The member emphasized the importance of transparency, accurate information, and continued community involvement. The Board also discussed the need for more frequent financial and budget reviews. A suggestion was made to hold periodic meetings to review the District's budget and identify opportunities to support community

needs. Staff noted that a standing Finance Committee could be established, with Board and community members participating, subject to applicable requirements.

11. Staff Report

Staff provided updates on upcoming District activities and important community information, including:

- **2026 Biola Clean-Up Event:** Mid Valley Disposal will host the event on **October 2–3, 2026, from 8:00 a.m. to 2:00 p.m.** Details and disposal guidelines will be shared in the community newsletter.
- **2026 Board Election:** The election is scheduled for **November 3, 2026**, with four Board seats open—three full-term and one short-term. Mail-in ballots are expected to be mailed the week of October 5.
- **Community Newsletter:** Residents are encouraged to review the newsletter included with their utility bills for District updates, Board meetings, food distributions, and library information.
- **Utility Rates and Water Usage:** A 4% utility rate increase took effect with the July/August billing cycle, along with an increase in garbage rates. Staff also reminded residents to monitor water usage and report suspected leaks to the District.

Meeting adjourned at **8:48 PM**

The next regular meeting of the Board of Directors is Thursday, October 15, 2026.

At 8:48 p.m. on September 17, 2026 the Meeting of the Board of Directors was adjourned.

I, Carmen Zamora, Board Clerk to the Board for the Community of Biola, do hereby declare under penalty of perjury that the above Minutes are a true report of all action minutes taken at the Regular Board of Directors meeting held on September 17, 2026 at the Biola Community Services District, 4925 N. Seventh Street, Biola, CA 93606.

Approved:

Date

Carmen Zamora, General Manager, Board Clerk

NEXT MEETING OF THE BOARD

October 15, 2026 – Regular Meeting, Biola, CA at 6:00PM