



Accountability Action Plan

Avoiding, Minimizing, or Offsetting Construction-Related Effects

The Department of Water Resources

(DWR) has made numerous commitments to address effects within the local community during construction of the Delta Conveyance Project, with the overall goal being to avoid, minimize or offset these effects for residents, businesses, recreators, subsistence fishers, Tribes, Environmental Justice communities, emergency responders, tourists, environmental NGOs, agricultural operations, and the traveling public, among many others.

To describe, memorialize, track, and fulfill these commitments, DWR has established this Accountability Action Plan.

With public transparency being its most important tenet, the plan seeks to facilitate awareness of the numerous available programs and commitments made and will aim to foster assurance and trust among interested parties that DWR's intent is comprehensive, earnest and binding.



There are five core components of the plan. Although the components are distinct from each other, they are parallel, with each serving the overall goal by focusing on a specific need or function. Each will have unique measurement objectives to track and report effectiveness, and combined will provide public transparency to assess DWR's overall performance in avoiding, minimizing and counterbalancing community impacts.

1

Ombudsman Office

The Ombudsman Office will provide for a single point of contact to help ensure that construction-related concerns or grievances are efficiently and fairly addressed and project transparency is sustained.

The Ombudsman will be a resource for the local community and will work with the construction and communication teams to help ensure proactive public information and community awareness to avoid and minimize local inconveniences, surprises, and/or misunderstandings. The Ombudsman Office will provide a direct connection to staff who have the authority to quickly investigate and resolve issues. For more information on the Ombudsman Program see the [Ombudsman brochure](#).

2

Regulatory Mitigation

The Mitigation Monitoring and Reporting Program (MMRP) and other regulatory processes identify measures, commitments and best practices intended to avoid, minimize or offset potential environmental impacts within the project area. They address concerns related to environmental resources like noise, traffic, aesthetics, air quality, habitats, recreation, and many others. They also outline regulatory and permitting requirements—including coordination with local and regulatory agencies—to ensure that potential adverse environmental impacts are minimized. [Mitigation, Monitoring and Reporting Program Explainer](#).

3

Community Benefits Program

The Community Benefits Program—with a dedicated \$200 million fund—will seek to deliver tangible, lasting and measurable benefits to communities nearest to, and most affected by, project construction activities. This will include community grants, economic development, leave-behind / repurposed infrastructure, and agreements for community-specific projects.

[Community Benefits Program Implementation Plan and Guidelines](#)

4

Community Advisory Group(s)

One or more community advisory groups will engage community members in decision-making related to:

- Aesthetics, architectural, and planting choices
- Layout and configuration of project sites
- Traffic flow and signage
- Site access during construction and operation
- Timing and duration of maintenance activities
- Potential multi-use haul routes

Timing: After implementation approval through the design phase

5

Project Communications - Information, Outreach, Engagement

A transparent, accessible, and proactive communication strategy will keep local communities informed about the project's progress, impacts, schedule, and available resources, fostering trust and engagement through timely updates, community feedback channels, and clear, inclusive messaging.

