City of Nogales

Water Conservation

Education and Technology

Santa Cruz AMA
Cover Page
# WMAP Groundwater Conservation Grant Application Cover Page

## Program/Project Title AND Brief Description:

Water Conservation Education and Technology

## Type of Program or Project:
- [x] Water Innovation & Technology
- [ ] Infrastructure Water Efficiency
- [ ] Ecological Enhancement
- [ ] Public Outreach & Engagement

## Your level of commitment to maintenance of project benefits and capital improvements:
- [ ] < 5 years
- [ ] 5-10 years
- [ ] 11-15 years
- [x] 16-20 years

## Applicant Information:
- **Name/Organization:** City of Nogales
- **Address:** 777 N Grand Avenue
- **City:** Nogales
- **State:** Arizona
- **ZIP Code:** 85621-2296
- **Phone:** 520 285-5752
- **Tax ID No.:** [Redacted]

## AMA:
- [ ] Phoenix
- [ ] Tucson
- [ ] Prescott
- [ ] Pinal
- [x] Santa Cruz

If the project is located outside of an AMA, it is not eligible for funding.

## Contact Person:
- **Name:** Alejandro Barcenas
- **Title:** Public Works Director
- **Phone:** 520 285-5752
- **e-mail:** abarcenas@nogalesaz.gov

## Does this project meet any of our priority criteria: If so, which?
- [ ] Additional contribution
- [ ] Innovative qualities
- [ ] Demonstrate high impact
- [x] Demonstrate multiple benefits

## Water Management Assistance Program Grant Amount Requested:

<table>
<thead>
<tr>
<th>Applicant/Agency/Organization</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total: $71,717.00</td>
<td></td>
</tr>
</tbody>
</table>

## Additional Contribution Obtained and Secured:

<table>
<thead>
<tr>
<th>1. Applicant</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant</td>
<td>$20,176.00</td>
</tr>
</tbody>
</table>

Signature of the undersigned certifies understanding and compliance with all terms, conditions and specifications in the application. Additionally, signature certifies that all information provided by the applicant is true and accurate. The undersigned acknowledges that intentional presentation of any false or fraudulent information, or knowingly concealing a material fact regarding this application is subject to criminal penalties as provided in A.R.S. Title 13. The ADWR Director may approve Grant Awards with modifications to scope items, methodology, schedule, final products and/or budget.

**Alejandro Barcenas**

**Title:** Public Works Director

**Name of Applicant/Authorized Representative**

520 285-5752

**Signature**

**Date Signed:** 02-14-2020
Project Map
Executive Summary
The City of Nogales has installed 5,000 WaterSmart meters over the past four years. These customers are now receiving accurate water bills which has resulted in continuous multiple customer complaints pertaining to their water bills and water usage.

A significant number of water customers do not have access to computers or smart phones or know how to access information on the internet. The median household income is only $28,238 with nearly 34% living in poverty. This poverty rate and median household income indicates the impact of increased water bills while at the same time the dire need to reduce water consumption.

The City is proposing a two-fold water conservation education and technology project to reduce water consumption and educate water customers. A promotional campaign will be established informing customers the ease in which they can obtain their water usage trends and how to reduce usage. Workstations will be installed in two City-owned easily accessed locations - City Hall lobby and the Public Works lobby. Water customers will be able to log-into their water accounts to view and print their water consumption patterns. Customer service staff shall be available to assist customer with logging onto their accounts, printing, and explaining the information. Nightly WaterSmart data will provide accurate, real-time information. Easy-to-read English and Spanish-language water conservation information will be readily available with step-by-step instructions on ways to reduce water consumption.

Pre- and post-surveys will be distributed, entered into a data base to evaluate customer satisfaction. The City will track its overall customer water consumption and projects a reduction, which is critical in the desert.
Project Overview
Project Overview

a) The City of Nogales installed 5,000 WaterSmart meters over the course of four years. The City is now able to immediately identify leakages or other increases in water delivered to areas or specific locations within the City’s water system. Steps to find the reason for and stop the atypical water use can be initiated right away to conserve the water. Due to large residential and commercial areas being older, the infrastructure to an in private homes is often in disrepair. Home owners are unaware of water leaks on their own property and the City often deals with owner complaints after water bills are sent out. It would be very helpful if owners had the means to check their water consumption frequently on their own.

Unfortunately, the City can and does identify and react to larger leaks and other losses. This is not possible on the level of a single customer. Only owners know if their unusual consumption is due to their activities or due to an unknown utility condition on their property. Allowing customers to frequently check their consumption would help further save water from being lost, would save the customers from having to pay large water bills and would ease the relationship between the City Public Works and customers while also freeing up staff from having to negotiate with customers who simply do not have the funds to pay for extraordinary water bills caused by leaks on their property.

The City proposes to purchase two computers with necessary software and programming to allow customers to obtain historical and real-time water usage and billing information. The equipment would be publicly accessible. Many water customers in Nogales do not have internet connectivity or electronic devices to access the internet. A couple of centrally located kiosks – offering the ability to check one’s water consumption in a choice of English or Spanish – is the only way to address these issues. This would be especially vital during draughts or other water limitation situations, for example water supply equipment failure. Currently, accurate water bills with accurate usage are being sent to tenants and homeowner and the City has received complaints from tenants and homeowners in regards to their water bills and usage because by the time they receive and read the bill, a leak could have been going on for a while without them being able to notice or interfere.
b) The City relies on groundwater for delivery to their customers. The proposed project indirectly conserves groundwater as it complements the City’s WaterSmart meters and conservation efforts. The City of Nogales installed 5,000 WaterSmart meters. This includes the 2,400 WaterSmart meters that were purchased with funding awarded in 2016 by the Bureau of Reclamation. WaterSmart meters allow for computerized monitoring and customized alarm settings for detection of unusual consumption patterns. Since the installation, the City has identified water leakages and implemented repairs in a most expedient manner which has resulted in conservation of ground water.

The City’s Public Works Department has received numerous inquiries regarding customers’ water bills and water usage. Customers currently don’t have the means to monitor their water consumption between bills. An unusual water use pattern on the level of a residential water meter does not trigger an overuse alarm because the City does not know if the unusual pattern is based on a customer’s actual use (like filling a pool etc.) or a leakage on the property. This project will ensure customers have easy access to equipment that allows them to monitor their water consumption. Furthermore, these systems are also capable of suggesting means to reduce water consumption based on the individual usage pattern.

c) The proposed project will be measured and monitored to determine effectiveness. A short survey will be designed for customers who use the City provided computer stations to answer questions pre- and post-usage. This will help to optimize the equipment performance for the customers in Nogales and to determine what changes may need to be made to ensure ease of usage and value in helping the customers with water efficiency and conservation. Surveys will be tabulated and tracked. Overall water conservation will also be tracked through historical water usage data. The City has water usage data that will be used as a baseline. Other general customer feedback will also be used to assess the performance of the system and to implement changes if necessary. The results will be presented to the City Council and reported to the Santa Cruz AMA, and the Arizona Department of Water.

d) The proposed project is consistent with the AMA management plan and the AMA goal. The proposed access to computers, consumer data, and water efficiency strategies is consistent with the AMA management plans and the AMA plan to “conserve water
through increased efficiency.” Increased efficiency and water conservation shall “prevent the local water tables from experiencing long-term declines.” Customers will see their water usage patterns and with best practice strategies to conserve they will see decrease in their water bills as their usage will decrease. Thus supporting the AMA goal.

e) The proposed project will initially benefit 5,000 customers, as those are the customers whose WaterSmart meters have already been installed. These customers will be able to go to the City Hall or the Department of Public Works to view their water usage and obtain information on how to conserve water.

f) The proposed project is essentially leveraged with our WaterSmart project for accurate water usage, identifying and fixing leaks, and to reduce water consumption. There are no cost-sharing opportunities as this time.

g) This project is a continuation of the City’s ongoing projects of water conservation. The WaterSmart meter purchasing and installation was the first step for water conservation. The City now has real-time water usage information to be used as this project’s baseline. The City has plans to complete the installation of the WaterSmart meters. Prior to the installation of WaterSmart meters, the City water meters were individually read using up valuable staff time that could otherwise be used to taking care of the infrastructure to prevent water leakage as opposed to fixing issues after the fact. Accuracy of the readings at times was also questionable due to the age of the meters.

h) There is no overlap or duplication with any previously performed work.

i) The proposed project will remain effective and sustainable over time. The project is a one-time purchase of a two computer, printers, computer tables and chairs, connected to the City of Nogales’ WaterSmart meter system, and easy-to read English and Spanish-language water conservation information. There will also be access to websites such as, but not limited to, the: Water Web Directory of Water Websites, Water Use it Wisely, Drip Irrigation, and other similar websites.

Nightly download of WaterSmart meter data to two free-standing computers will occur. For security, separate ISP will ensure customers will not have access to any other City information than their own water consumption and water conservation materials.
The City is proposing to contract for best practices water conservation and efficiency information to be designed, using pictures and icons when appropriate, in large print English and linguistically correct Spanish-language. The material will be piloted for feedback and editing to ensure the translation is consistent and understandable. The Department of Public Works professionals shall review the material for accuracy prior to printing and distribution.

Customers who question their water usage and water bill and want to learn how to conserve and use water efficiently will be able to access accurate information. Customer service staff will be available to assist with establishing customer log-in, answer questions, and refer customers to appropriate resources.

The City will promote the proposed project through multiple methods to include, and not limited to: water bills, local newspaper and local radio, City website, signage at City owned facilities, word-of-mouth, houses of worship bulletins, and other means commonly used by customers.

The City plans to evaluate the proposed project after implementation. A short survey will be designed for customers who use the City computers to answer questions pre- and post-usage. This will help determine and changes that may need to be made to ensure ease of usage and value of water efficiency and conservation materials. These will be tabulated and tracked. Overall water conservation will be tracked through historical water usage data. The City has water usage data that will be used as a baseline. Customer feedback will also be used. The results will be reported to the City Council and made public.

j) The proposed project can be easily duplicated in other areas within the AMA and throughout the state in areas that have installed or plan to install WaterSmart meters. The WaterSmart meters allow a municipality or water company to identify real time water usage and leak and provide accurate water usage billing.
Scope of Work
Scope of Work

a) Task number: 01
b) Task Title: Develop Worksites
c) Task Purpose/objective: Develop physical features needed for water customers worksites to enable customers to view, receive copy of water bill and usage and water conservation and educational materials/ websites
d) Task Description: Provide electrical and cable capabilities for the technology proposed in the project
e) Responsible personnel: Electrician, IT Manager, IT Technician, and Public Works Director
f) Deliverable description – Report completion to the Arizona Department of Water Resources (ADWR)
g) Deliverable due date: six weeks after grant award

a) Task number: 02
b) Task Title: Establish Workstations
c) Task Purpose/objective: Order all equip
d) Task Description: Order all office fixture, computer, printers, desks, chairs, lighting, and supplies, inspect upon delivery
e) Responsible personnel: Clerical and Public Works Director
f) Deliverable description: Submit invoice copies to the ADWR
g) Deliverable due date: 12 weeks after grant award

a) Task number: 03
b) Task Title: Educational Materials
c) Task Purpose/objective: To educate customers on water conservation and efficiency
d) Task Description: Research and identify best practices water conservation websites and materials. Develop materials for project promotion and customer education. Contract with translation services, pilot materials, edit and approve for printing, promote program, develop desktop procedures
e) Responsible personnel: Clerical and Public Works Director
f) Deliverable description: Submit report and invoice copies to the ADWR

b) Deliverable due date: 18 weeks after grant award

a) Task number: 04
b) Task Title: Finalize Programming and Promote Project
c) Task Purpose/objective:
d) Task Description: Install software, develop programming with dedicated ISP, connect computers to WaterSmart system, test and implement nightly downloading of customer WaterSmart meter data, develop pre- and post-surveys and data base for entering data, and analysis, train customer service staff
e) Responsible personnel: IT Technician, IT Manager, Clerical, Public Works Director
f) Deliverable description: Submit report with promotional and educational materials
g) Deliverable due date: 24 weeks after grant award, and survey analyses 14 months after contract award
Budget Breakdown
## Budget Breakdown Sheet

**Tasks:** Grant Program, Function, or Activity (provide brief description)

<table>
<thead>
<tr>
<th>Budget Categories</th>
<th>Task 1: Prepare infrastructures for workstations and water customer usage</th>
<th>Task 2: Price, order, inspect, track, inventory supplies, and label equipment</th>
<th>Task 3: Research, design water conservation material in English and translate to Spanish</th>
<th>Task 4: Complete project, install computers, software, programming, project evaluation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Personnel</td>
<td>11,060.00</td>
<td>309.00</td>
<td>1,029.00</td>
<td>3,078.00</td>
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<td>b) Fringe Benefits</td>
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<td>340.00</td>
<td>1,016.00</td>
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<td>c) Travel</td>
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<td>d) Equipment</td>
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<tr>
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<td>f) Contractual</td>
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<td>5,000.00</td>
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<tr>
<td>h) Other - Data card</td>
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<tr>
<td>i) Total Direct Charges (sum of a-h)</td>
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<td>24,897.00</td>
<td>6,369.00</td>
<td>5,066.00</td>
<td>51,541.00</td>
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<tr>
<td>j) Indirect Charges</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>k) Totals (sum of 1 and j)</td>
<td>15,209.00</td>
<td>24,897.00</td>
<td>6,369.00</td>
<td>5,066.00</td>
<td>51,541.00</td>
</tr>
<tr>
<td>1) Total Program/Project Budget</td>
<td>15,209.00</td>
<td>24,897.00</td>
<td>6,369.00</td>
<td>5,066.00</td>
<td>51,541.00</td>
</tr>
</tbody>
</table>
Budget Narrative
1) The IT Manager, IT Technician, and Electrician will inspect the City Hall and Public Works Department Buildings to locate and prepare sites in the lobbies to install a work station in each location for water customers without computers/internets to review and print their water consumption and learn how to conserve water. The sites comply with ADA requirements.

Task #1 will require an estimated _480_ hours of work performed by IT Manager, IT Technician, and Electrician at the hourly rate of _$30.64_. The Public Works Director shall provide oversight.

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<tr>
<td>Direct Charges</td>
<td>15,209.00</td>
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<tr>
<td>Other</td>
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<tr>
<td><strong>Total</strong></td>
<td>15,209.00</td>
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<td>15,209.00</td>
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</table>

Task #1 activities will include: develop plan for establishing worksites in two buildings. Inspect and upgrade electrical system as indicated and identify capabilities for proposed technology.
Task #2 will require an estimated 15 hours of work performed by Clerical staff at the hourly rate of $27.40. The Public Works Director shall provide oversight.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>RATE</th>
<th>QTY</th>
<th>TOTAL</th>
</tr>
</thead>
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<tr>
<td>Personnel</td>
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<tr>
<td>Fringe</td>
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<tr>
<td>Travel</td>
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<tr>
<td>Equipment</td>
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<tr>
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<tr>
<td>Construction</td>
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<td>Other</td>
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<tr>
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<tr>
<td>Total</td>
<td>24,897.00</td>
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</table>

Task #2 Clerical personnel shall price, prepare purchase orders, track orders, inspect orders upon delivery, record serial numbers. Equipment: 2 printers, 2 black box 4 port series, Meridian RTS Indoor Kiosk. Supplies: chairs, partitions, lighting, paper.

Task #3 will require an estimated 50 hours of work performed by Clerical staff at an hourly rate of $27.40. The Public Works Director shall provide oversight.

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<td>Fringe</td>
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<td>Equipment</td>
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<td>Supplies</td>
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<tr>
<td>Other</td>
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<tr>
<td>Indirect Charges</td>
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<tr>
<td>Direct Charges</td>
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<tr>
<td>Total</td>
<td>6,369.00</td>
<td></td>
<td>6,369.00</td>
</tr>
</tbody>
</table>

Task #3 Clerical personnel shall assist the contracted Spanish language translators and organize the piloting of the English and Spanish-language translated water conservation
material, edit, and finalize and contract the printing. The Spanish-language information will be consistent with the Spanish spoken in the Nogales, Arizona region.

Task #4 will require an estimated 140 hours of work performed by Clerical, IT Technician, and the IT Manager at an hourly rate of $29.24. The Public Works Director shall provide oversight.

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<tr>
<td>Equipment</td>
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<td>Contractual</td>
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</tr>
<tr>
<td>Construction</td>
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<td>5,066.00</td>
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</table>

Task #4 Clerical staff shall develop pre- and post-survey, tracking system, data base, data entry, and analysis of the proposed project. The IT Technician and IT Manager shall install the software, program the computers and system to download customers’ water usage and bill nightly through dedicated ISP, test and systems, and monitor
Additional Contribution Breakdown
The City of Nogales will be donating approximately 200 square feet. Based on the value of Nogales commercial square footage of $88.00/sf the in-kind contribution is valued at $17,600.

Public Works Director’s oversight, reporting to the City Manager and Council, and related management tasks associated with the proposed project based on 50 hours/$51.52 (including ERE) $2,576.  **Total In-Kind $20,176**
Supplemental Information:

Evidence of Physical and Legal Availability of Water
The City of Nogales has a designation of Assured Water Supply which includes physical and legal availability demonstration.
Evidence of Control and Tenure of Land
The proposed project does not require land. The proposed project will be housed in the lobby of the City of Nogales’ Public Works Department and City Hall. These areas are open to the public weekdays and meets all safety and ADA standards. The properties are owned by the City of Nogales.
State Historic Preservation Office (SHPO) Review Form
STATE HISTORIC PRESERVATION OFFICE  
Review Form

In accordance with the State Historic Preservation Act (SHPO), A.R.S. 41-861 et seq, effective July 24, 1982, each State agency must consider the potential of activities or projects to impact significant cultural resources. Also, each State agency is required to consult with the State Historic Preservation Officer with regard to those activities or projects that may impact cultural resources. Therefore, it is understood that recipients of state funds are required to comply with this law throughout the project period. All projects that affect the ground-surface that are funded by AWPF require SHPO clearance, including those on private and federal lands. The State Historic Preservation Office (SHPO) must review each grant application recommended for funding in order to determine the effect, if any, a proposed project may have on archaeological or cultural resources. To assist the SHPO in this review, the following information MUST be submitted with each application for funding assistance:

A completed copy of this form, and

A United States Geological Survey (USGS) 7.5-minute map
• A copy of the cultural resources survey report if a survey of the property has been conducted, and
• A copy of any comments of the land managing agency/landowner (i.e., state, federal, county, municipal) on potential impacts of the project on historic properties. NOTE: If a federal agency is involved, the agency must consult with SHPO pursuant to the National Historic Preservation Act (NHPA); a state agency must consult with SHPO pursuant to the State Historic Preservation Act (SHPA), OR

• A copy of SHPO comments if the survey report has already been reviewed by SHPO.

Please answer the following questions:

1. Grant Program: Water Innovation & Technology

2. Project Title: Water Conservation Awareness and Technology

3. Applicant Name and Address: City of Nogales
   777 N Grand Avenue
   Nogales, AZ 85621-2296

4. Current Landowner/Manager(s): City of Nogales

5. Project Location, including Township, Range, Section:
   City Hall: T24S, R14E, Section 17
   Public Works Building: T24S, R14E, Section 8

6. Total Project Area in Acres (or total miles if trail): 0

7. Does the proposed project have the potential to disturb the surface and/or subsurface of the ground? □ YES  ■ NO
8. Please provide a brief description of the proposed project and specifically identify any surface or subsurface impacts that are expected.

No surface or subsurface impacts shall occur.

9. Describe the condition of the current ground surface within the entire project boundary area (for examples, is the ground in a natural undisturbed condition, or has it been bladed, paved, graded, etc.). Estimate horizontal and vertical extent of existing disturbance. Also, attach photographs of project area to document condition.

The project will be located in the City of Nogales Public Works Department and the City Hall buildings.

10. Are there any known prehistoric and/or historic archaeological sites in or near the project area?

☐ Yes  ☑ NO

11. Has the project area been previously surveyed for cultural resources by a qualified archaeologist?

☐ Yes  ☐ NO  ☑ Unknown

If yes, submit a copy of the survey report. Please attach any comments on the survey report made by the managing agency and/or SHPO.

12. Are there any buildings or structures (including mines, bridges, dams, canals, etc.), which are 50-years or older in or adjacent to the project area?

☐ Yes  ☑ NO

13. Is your project area within or near a historic district?

☐ Yes  ☑ NO

Please sign on the line below certifying all information provided for this application is accurate to the best of your knowledge.

[Signature]

[Date]  [Printed Name]

FOR SHPO USE ONLY

☐ Funding this project will not affect historic properties.

☐ Survey necessary – further GRANTS/SHPO consultation required (grant funds will not be released until consultation has been completed)

☐ Cultural resources present – further GRANTS/SHPO consultation required (grant funds will not be released until consultation has been completed)
Application Checklist
☐ Project Proposal
  ☑ Cover Letter
  ☑ Executive Summary
  ☑ Project Overview
  ☑ Scope of Work
  ☑ Budget Breakdown & Narrative
  ☑ Additional Contribution Breakdown (if applicable)
  ☑ Project Map
  ☑ Supplemental Information
    ☑ Evidence of Physical and legal availability of water
    ☑ Evidence of Control and Tenure of Land
    ☑ State Historic Preservation Office Review Form