SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-F**

FROM: Steve Mack, General Manager

Meeting Date: May 7, 2009

SUBJECT: OUTREACH AND POLICIES AND PROCEDURES AD HOC COMMITTEE REPORTS

RECOMMENDED ACTION: Hear reports from the General Manager on the Outreach ad hoc Committee and Policies and Procedures ad hoc Committee.

FISCAL IMPACT: none

DISCUSSION:

Outreach ad hoc Committee

The Outreach committee met Friday, April 17, 2009 and April 24, 2009. We put together a definition of outreach – Outreach is district contact with other entities that may affect or be affected by the District. That includes communication with customers, regulatory agencies, funding opportunities, regulatory agencies, other groups, suppliers, employees, public at large, and regional coordination. The General Manager needs help with outreach because he is new to the area, and also needs and the District needs to prioritize effort – there's only so much time.

The purpose of outreach is to make the District a better organization – optimize our effort.

District staff does most of the outreach; the District Board provides direction.

Examples of outreach:

Explain the water rates and other District activities
Work with other agencies for a better, more coordinated drought conservation effort this summer

Things to do:
- Improve website – autopay on the way, redo home page
- Training

Better signs in construction zones – take credit for work
- Improve information within District - better posting, other ideas?
- Contact SCWA for coordinated drought conservation effort this summer

One approach would be to include outreach in District Goals and Objectives – include in annual Goals and Objectives report which would be targeted for July or August.

Policies and Procedures ad hoc Committee

The progress on the P&P has been interrupted by the effort to respond to the Russian River water shortage issues. Time for following through on some of the suggestions below has just not been available. Once the water shortage effort becomes clear and with the approval of the restructured water rates and FY10 Budget, more time will become available to work on this. Below is a report on the progress since the April meeting.

I reviewed the District's Policies and Procedures (P&P) based on the outline presented to the Board at the April meeting. Below is my summary of the review:

- Compare District P&P's with CSDA model – what is missing?

  The District's P&P's appear to be based on the CSDA model. The numbering system is similar and the policies are in a similar order. The CSDA model has job descriptions in its model; the District does not have job descriptions in the P&P. The District has a number of water operations policies in the 3000-3200 range that are not in the CSDA model – the CSDA model is more generic in this regard. A policy that is in the CSDA model that the District may want to consider adding is Investment Policy. Interestingly, while the CSDA workshop stressed the need for a reserve policy, that policy is not included in the model. The CSDA model has a section on Facilities Development. The only policy from that section that is included in the District's P&P is Environmental Review Guidelines. The other policies may be worthy of consideration (I have not read their content).

  My review is based on looking at the respective tables of contents and reading of some policies. A more in depth review is needed.

- Review District P&P's for what is needed and what is not needed. Do we have items that should not be in P&P? Compare with Union Memorandum of Understanding.

  In reviewing the District's P&P the main thing I noticed is the overlap with the Union MOU. It's not clear whether that is a problem – not all employees belong to the Union and so employment policies outside of the MOU probably are needed for them, as well.

- Talk to staff about needed policies. Staff bring up policy issues on an as needed basis. In the past six months we have added Workman's Comp and Identity

Theft Prevention Policies. I have identified the need for a reserve policy and we may want to consider formalizing an investment policy.

- Specific policies:
  - Executive Term
  - Capacity Charge (system buy-in)
  - Investment Policy?
  - Reserve Policy
  - Review periodicity – currently annual (2001-3000 and 4000-6000)
  - Code of Safe working practices – does that belong in P&P?
  - Others?

- Paralegal – go through document, identify errors, inconsistencies

  My review has confirmed agreement with Mike Gogna's suggestion that we hire someone to go through our P&P with fresh eyes to identify errors and inconsistencies. My short review has identified a few errors and inconsistencies, but I know I missed a lot. A separate look will ensure a more complete effort in this regard.