SWEETWATER SPRINGS WATER DISTRICT

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

FROM: Steve Mack, General Manager

Meeting Date: June 4, 2009

SUBJECT: PUBLIC MEMBERSHIP ON OUTREACH AD HOC COMMITTEE AND OUTREACH AND POLICIES AND PROCEDURES AD HOC COMMITTEES REPORTS

RECOMMENDED ACTION: Discussion/Action re Ad Hoc Committees *(Est. time: 20 min.)*:

(1) Discussion/Action re Public membership on Public Outreach ad hoc committees (requested by Lloyd Guccione)
(2) Public Outreach (Members: Director Quigley, Director ` Wikle)
(3) Updating District Policies & Procedures (Members: Director Quigley, Director Smith)

FISCAL IMPACT: none

DISCUSSION:

1. Public membership on Public Outreach ad hoc Committee

Lloyd Guccione has requested to speak on the topic of public membership on the Public Outreach ad hoc Committee.

2. Outreach ad hoc Committee Report

Jim Quigley and Victoria Wikle

The Outreach ad hoc Committee has decided that it has concluded its work and submits the following final report. The Committee 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, 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 to our customers
Work with other agencies for a better, more coordinated drought conservation effort this summer
Make meetings and District information accessible to our customers

Things to do:
- Improve website – autopay on the way, redo home page, include more information and links.
- Training
- Improve information within District - better posting, other ideas?
- Contact SCWA for coordinated drought conservation effort this summer
- Better signs in construction zones – take credit for work

The Committee agreed that its work at this stage was completed. The approach for continuing Board oversight on the District's progress in improving outreach is to include outreach in District Goals and Objectives – include in annual Goals and Objectives report which is targeted for July.

Policies and Procedures ad hoc Committee

Wanda Smith and Jim Quigley

The Policies and Procedures ad hoc Committee met on May 22, 2009. The Committee reviewed the report below and discussed future activities. Generally, the Committee agreed that direction has been given to staff on this subject and that the Committee's work is completed. Future action and reports on Policies and Procedures can be taken directly to the Board.

The District's Policies and Procedures (P&P) have been reviewed based on the outline presented to the Board at the April meeting. Below is a 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. I intend to contact CSDA for model language.

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 and the District's version is substantially different from what is in the CSDA model (SSWD is much shorter). The other policies may be worthy of consideration; they pertain to development approval of which there is little happening in this District.

The review was based on looking at the respective tables of contents and reading of some policies. A more in depth review may be appropriate.

- **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
  - Connection/Buy-In Fees
  - Investment Policy?
  - Reserve Policy
  - Meeting Management 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 generally agrees with Mike Gogna's suggestion that we hire someone to go through our P&P with fresh eyes to identify errors and inconsistencies. Every time I review a section I identify errors and inconsistencies, but I know I have missed a lot. A separate look would allow a more complete effort in this regard. An issue is that an outsider looking at our P&P manual will not have the knowledge of District operations to understand the appropriateness of what is written. There will have to be collaboration with District staff on this.

The cost of hiring a paralegal to do this work is unknown and it is not budgeted.

- Schedule – What is a meaningful schedule for this? Do we need a schedule? Completing this review is not a priority issue and other items keep popping up. On the other hand, review and correction of the P&P's is easy to put off and may never be done if we don't schedule milestones for elements of the effort. A schedule will put it somewhere in the priority list so that it gets done.

  The review of the overall manual could be on a different schedule than the individual policies that we think need to be added. And the individual policies have different timing needs, as well.

  Some Possible Milestones:

  Staff completion of review of P&P – July 1, 2009

  Hire Paralegal, complete review of P&P after staff review – September 1, 2009. This is somewhat ambitious and may depend on when paralegal is available - summer vacations? Another approach would be to put this off until needed policies are adopted.

  Individual Policies:

  Policies we believe we need:

  - Connection/Buy-In Fees
  - Reserve Policy
  - Periodicity – currently annual (2001-3000 and 4000-6000); do we want to change/expand?

  Policies we may want to add:

  - Executive Term
  - Investment Policy
  - Meeting Management Policy
  - Code of Safe working practices – does that belong in P&P?
  - Others?

  Some of these policies may be more complex than others and need more time and review. The Committee agreed that staff should bring forward policies individually as they are ready for District approval. The Committee agreed that Buy-In Fees and Reserve Policy were policies needing attention now and are the highest priority.

- Role of Committee – The Committee has given general direction to staff and does not have an ongoing role in oversight of the development of the

individual policies which may come forward for inclusion in the District's P&P. Progress on the P&P's should be included in the District Goals and Objectives annual review for full Board oversight.