MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, AUGUST 4, 2014:

A meeting of the Personnel Committee of the Palmdale Water District was held Monday, August 4, 2014, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Mac Laren called the meeting to order.

1) **Roll Call.**

Attendance:	**Others Present:**
Personnel Committee:	Dennis LaMoreaux, General Manager
Kathy Mac Laren, Chair	Robert Alvarado, PWD Director
Joe Estes, Committee Member	Jennifer Emery, Human Resources Director
	Matt Knudson, Assistant General Manager
	Mike Williams, Finance Manager
	Tim Moore, Facilities Manager
	Kelly Jeters, Systems Supervisor
	Judith Hernandez, Asst. Customer Service Spvsr.
	Dr. Bill Mathis, Consultant
	Dawn Deans, Executive Assistant
	0 members of the public

2) **Adoption of Agenda.**

It was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried to adopt the agenda, as written.

3) **Public Comments.**

There were no public comments.

4) **Action Items:**

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held June 19, 2014.

It was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried to approve the minutes of the Personnel Committee meeting held June 19, 2014, as written.

4.2) Discussion and Review of Employee Handbook. (Human Resources Director Emery)

Human Resources Director Emery stated that legal counsel has approved the Employee Handbook with the exception of the technology section; that the front office dress code needs further review; and then provided an overview of proposed Employee Handbook revisions followed by a brief discussion of these revisions.

She then requested the Committee review the proposed Employee Handbook revisions and provide a recommendation at the next Committee meeting.

4.3) Discussion and Review of Human Resources Calendar. (Human Resources Director Emery)

Human Resources Director Emery provided a status report on items included on the Human Resources Calendar including internships, benefits, the Employee Handbook, performance management, recruitment, employee appreciation, and goals for 2015 followed by a brief discussion of these items.

4.4) Discussion and Clarification of Customer Service Expectations and Any Needed Changes of the District's Rules and Regulations Regarding Fees, Charges, and Waivers for District Customers. (Chair Mac Laren)

Finance Manager Williams and Assistant Customer Service Supervisor Hernandez reviewed staff's recommended policy revisions regarding angle stop charges and water turn on services as requested by the Committee, the status on the customer service campaign, the customer satisfaction survey results, and enhancements to customer service regarding waivers of fees, deposits, and deposit refunds.

After a brief discussion of proposed policy changes, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to revise the District's Rules and Regulations regarding angle stop charges and waiver of these charges, deposits, and deposit refunds and that these revisions be presented to the full Board for consideration at the August 13, 2014 Regular Board meeting.

5) Project Updates.

5.1) Status on Organizational Assessment. (General Manager LaMoreaux)

General Manager LaMoreaux and Assistant General Manager Knudson reviewed revisions to the Organizational Chart to move the maintenance and repair of all District facilities under the Facilities Department, and after a brief discussion of this revision, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to revise the District's Organizational Chart moving all maintenance and repair of all District facilities under the Facilities Department and that the revised Organizational Chart be presented to the full Board for consideration at the August 13, 2014 Regular Board meeting.

General Manager LaMoreaux then stated that budget adjustments will be made to the affected Departments after Board approval.

Dr. Mathis, of The Mathis Group, then provided an overview of Organizational Assessment items needing follow-up based on Director input including a General Manager evaluation progress report at the end of September; extension of the Employment Contract with General Manager LaMoreaux; assessment of Board compensation; development of a compensation philosophy and policy for the Board, staff, and administration; quarterly meetings or training with the Board of Directors starting with an emphasis on customer service; review of a paperless business model; the use of kiosks; and the Board's role in the Proposition 218 process.

Finance Manager Williams then provided a status report on the installation and testing process for the District's kiosk.

General Manager LaMoreaux then provided a status report on printing the Strategic Plan brochure.

5.2) Status on Internship Program. (Human Resources Director Emery)

Human Resources Director Emery stated that three interns are scheduled to begin August 18 and the following week; that interviews for three of the Antelope Valley Youth Build interns have been conducted with an additional interview to be conducted next week; and that the application for the Engineering Intern is being developed.

5.3) Other.

There were no other project updates.

6) Information Items.

There were no further information items.

7) Board Members' Requests for Future Agenda Items.

There were no requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held September 25, 2014 at 5:00 p.m.

8) Adjournment.

There being no further business to come before the Personnel Committee, the meeting was adjourned.

Chair