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

A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, September 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:	Matt Knudson, Assistant General Manager
Kathy Mac Laren, Chair	Jennifer Emery, Human Resources Director
Joe Estes, Committee Member	Mike Williams, Finance Manager
	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 August 4, 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 August 4, 2014, as written.

4.2) Consideration and Possible Action on Employee Handbook Update. (Human Resources Director Emery)

Human Resources Director Emery provided an overview of the proposed Employee Handbook update, and after a brief discussion of training for the Handbook, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and

unanimously carried that the Committee concurs with staff's recommendation to approve the Employee Handbook Update and that this item be presented to the full Board for consideration at the September 10, 2014 Regular Board meeting.

4.3) Consideration and Possible Action on Addition of JPIA Account Based Health Plan to the District's Existing Health Plan Options. (Human Resources Director Emery)

Human Resources Director Emery reviewed the proposed account-based health plan, and after a brief discussion of the plan, of the District's existing health plan options, and of the open enrollment period, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to add an account-based health plan option to the District's existing health plan options and that this item be presented to the full Board for consideration at the September 10, 2014 Regular Board meeting.

The District's existing vision plan and other vision plan options were then discussed, and after a brief discussion of these options, the cost, and the benefit to employees, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with upgrading the District's vision plan at an annual cost of $8,600.00 and that this item be presented to the full Board for consideration at the September 24, 2014 Regular Board meeting.

The District's upcoming Health Benefits Fair and the ability to retain talent because of the District's benefits package were then briefly discussed.

4.4) Consideration and Possible Action on Recruitment for Operations Manager Position. (Human Resources Director Emery)

Human Resources Director Emery reviewed the vacant position of Operations Manager due to a recent promotion, staff's recommendation to recruit for this position in-house, and potential revisions to the Organization Chart based on the results of this recruitment, and after a brief discussion of the recruitment, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with recruiting in-house for the vacant position of Operations Manager and that this item be presented to the full Board for consideration at the September 10, 2014 Regular Board meeting.

4.5) 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 for the month of September including benefits, internships, performance management training, the employee appreciation Christmas party, a salary survey, 2015 training, and customer service training.

4.6) Discussion and Clarification of Customer Service 2014 Campaign. (Finance Manager Williams)

Finance Manager Williams provided an update on the 2014 Customer Service Campaign with the Campaign's slogan being "serving you is our priority" and mission statement being "to deliver the highest quality customer service by treating all customers equally well, attentively listen and politely respond to all customers' inquiries, provide them with clear and consistent information, and promptly, yet accurately, process all their requests," and stated that outreach ideas for the Campaign, such as customer appreciation day and banners, are being formulated.

He then requested feedback on the Customer Service Satisfaction Survey, which will be conducted in November, and then reviewed the options for responding to and publicizing the Survey followed by discussion of providing customer service books to the District's management team.

Finance Manager Williams then informed the Committee that Customer Service Supervisor Taylor will be attending AWWA customer service training; that a comparison of fees will be provided at the next regular Board meeting as requested by Director Alvarado; that staff is developing a welcome packet; and then inquired if there are any other areas of customer service the Committee would like addressed followed by discussion of redesigning the front lobby, and Assistant General Manager Knudson stated that staff will develop ideas and a budget for redesigning the front lobby and present this information at a future Committee meeting.

5) Project Updates.

5.1) Status on Organizational Assessment. (Assistant General Manager Knudson)

Assistant General Manager Knudson stated that moving the maintenance and repair of all District facilities to the Facilities Department has been implemented and that a spreadsheet summarizing the status of the Strategic Initiatives and various projects identified under each of these Initiatives is being developed and will be presented to the Board on a quarterly basis.

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

Human Resources Director Emery stated that two paid interns have started; that four unpaid interns from Antelope Valley Youth Build are scheduled to start on September 8; that clearances are being obtained for the service worker intern; and that once all interns have been hired, a tour will be scheduled where they will be introduced.

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 October 2, 2014 at 5:00 p.m.

8) Adjournment.

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

Chair