MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, JUNE 19, 2014:

A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, June 19, 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 Manager
	Matt Knudson, Assistant General Manager
	Mike Williams, Finance Manager
	Tim Moore, Facilities Manager
	Gene Taylor, Customer Service Supervisor
	Judith Hernandez, Asst. Customer Service Spvsr.
	Sandra Lebo, Administrative Technician
	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 April 21, 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 April 21, 2014, as written.

4.2) Discussion and Review of an Unpaid Internship Program. (Human Resources Manager Emery)

Human Resources Manager Emery reviewed staff's recommendation to enter into a Memorandum of Understanding with Antelope Valley Youth Build on a trial basis and authorize an unpaid Engineering intern, and after a brief discussion of Antelope Valley Youth Build and the opportunity through an unpaid engineering intern, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to create an Unpaid Internship Program, including a Memorandum of Understanding with Antelope Valley Youth Build, and authorizing an unpaid engineering intern, and that this item be presented to the full Board for consideration at the July 9, 2014 Regular Board Meeting.

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

Human Resources Manager Emery provided a status report on items included on the Human Resources Calendar including the Employee Handbook; the Paid Internship Program; performance appraisals and performance management; an orientation program; benchmarking; leadership training; the innovation project; the salary survey; human resources software; employee appreciation; manager, supervisor and staff training; and future items such as a wellness program and succession planning followed by discussion of upgrading the District's benefits and of the new PIO/Conservation Director.

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 provided an overview of the recent customer service staff meeting and the items addressed based on the Committee's direction from the last Committee meeting followed by discussion of potential changes to the District's fee policies, customer service latitudes and the financial impacts of revising fee policies, and developing a customer service campaign as a District-wide campaign including a customer survey.

After a brief discussion of this campaign and of several customer issues to address, it was determined that specific policy issues be addressed individually; that staff develop recommendations for policy updates; that recommendations be presented to the

Committee for review; that this process begin with the angle stop policy and the development of a Water Service Turn-on Program; and that staff develop a customer survey and present same at the next Committee meeting for consideration.

5) Project Updates.

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

General Manager LaMoreaux stated that Article 4 of the District's Rules and Regulations is currently under review for revisions with the assistance of The Mathis Group; that the Strategic Plan brochure is being developed; that the recruitment process for the PIO/Conservation Director is nearly complete; and that recruitment for the Engineering/Grant Manager position will begin.

Administrative Technician Lebo then reviewed the formation and function of the District's Communications Committee and then provided an overview of a recent employee survey regarding communication between management as a whole and staff, which indicates that staff is satisfied with this communication, followed by discussion of rotation of Communications Committee members.

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

Human Resources Manager Emery stated that a good response has been received regarding the Internship Program for an intern as a customer service representative, a service worker, and an information technology intern.

5.3) Status on Employee Handbook Update. (Human Resources Manager Emery)

Human Resources Manager Emery stated that the Committee has been provided with a draft Employee Handbook and the areas being updated; that several policies are under review by legal counsel; and that staff will present the Employee Handbook to the Committee for consideration at the next meeting followed by discussion of the policies under review by legal counsel.

5.4) Report on Customer Service Staff Meeting. (Finance Manager Williams)

Finance Manager Williams stated that this report was reviewed earlier in the meeting and then thanked the Committee for allowing staff to close the front office once a month to conduct staff meetings and provided an update on the use of iPads by customer service field staff.

5.5) Other.

General Manager LaMoreaux stated that additional office space is needed with the hiring of the PIO/Conservation Director and Engineering/Grant Manager positions and that to accommodate these positions, the PIO/Conservation Director will be placed in the Board office, the Board office will be combined with the Consultant office, and the Engineering/Grant Manager will be placed in the former Water Conservation Supervisor office.

6) Information Items.

Committee Member Estes suggested a Secret Santa or ornament exchange be held at the upcoming Christmas Party.

There were no further information items.

7) Board Members' Requests for Future Agenda Items.

There were no requests for future agenda items.

8) Adjournment.

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

Kathy MacLaren
Chair