

MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, FEBRUARY 2, 2015:

A meeting of the Personnel Committee of the Palmdale Water District was held Monday, February 2, 2015, 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:

Personnel Committee:
Kathy Mac Laren, Chair
Joe Estes, Committee
Member

Others Present:

Dennis LaMoreaux, General Manager
Robert Alvarado, PWD Director
Jennifer Emery, Human Resources Director
Mike Williams, Finance Manager
Tim Moore, Facilities Manager
Judith Hernandez, Asst. Customer Service Spvrs.
Dawn Deans, Executive Assistant
1 member 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 November 20, 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 November 20, 2014, as written.

4.2) Discussion and Possible Action on Revisions to Organization Chart in Accordance With the Customer Service 2015 Campaign. (Human Resources Director Emery)

Human Resources Director Emery stated that staff recommends the creation of a Customer Care Department separate from the Finance Department with this Department's sole purpose being to advocate for the District's customers followed by discussion of the roles of each of these Departments, revisions to the Organization Chart and direct reports, unfunded and open positions, incentives for employee advancement, staff's support of the creation of these two Departments, potential revisions to District policy to enhance the workflow of these Departments, succession planning, becoming a Regional Leader under Strategic Plan Initiative No. 1 by focusing on customer care, and the timeline for implementing these revisions.

It was then 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 Organization Chart in accordance with the Customer Service 2015 Campaign creating a Customer Care Department and a Finance Department and that this item be presented to the full Board for consideration at the February 11, 2015 Regular Board meeting.

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

Human Resources Director Emery reviewed the Human Resources Calendar goals for each quarter of 2015 and requested any additions from the Committee after which it was recommended that the development of a Wellness Program be added to the Human Resources Calendar.

5) Project Updates.

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

General Manager LaMoreaux stated that the largest remaining item under the Organizational Assessment is the completion of Board Norms, and a workshop is being scheduled for this purpose and that a proposal will be requested from The Mathis Group to update the cultural survey and to perform management training.

5.2) Status on the Development of a Board Mediator. (General Manager LaMoreaux)

After a brief discussion of pursuing the development of a Board Mediator, it was determined that this item will be discussed further at the Board Norms Workshop.

5.3) Other.

Human Resources Director Emery stated that the results of the Customer Service Survey will be presented at the next Committee meeting after which Assistant Customer Service Supervisor Hernandez reviewed the receipt of the Surveys via mail, telephone, and the website and the categories developed for comments.

There were no other items for discussion.

6) Information Items.

There were no further information items.

7) Board Members' Requests for Future Agenda Items.


It was stated that "Review of Customer Service Survey" will be placed on the next agenda.

There were no further requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held March 2, 2015 at 5:00 p.m.

8) Adjournment.

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


Chair

