

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

A meeting of the Personnel Committee of the Palmdale Water District was held Monday, March 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
Matt Knudson, Assistant General Manager
Jennifer Emery, Human Resources Director
Mike Williams, Finance Manager
Gene Taylor, Customer Finance Supervisor
Judith Hernandez, Senior Customer Care Rep.
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 February 2, 2015.

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 February 2, 2015, as written.

4.2) 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 adding the Wellness Program and requested any additions from the Committee.

4.3) Discussion and Review of Job Descriptions for Customer Care Department and Finance Department. (Human Resources Director Emery)

Human Resources Director Emery reviewed staff's recommendation to approve the job descriptions for the Customer Care and Finance Departments, and after a brief discussion, 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 job descriptions for the Customer Care Department and Finance Department and that this item be presented to the full Board for consideration at the March 11, 2015 Regular Board meeting.

4.4) Discussion and Review of Customer Service Survey. (Senior Customer Care Rep. Hernandez)

Senior Customer Care Rep. Hernandez stated that 3,008 Customer Service Surveys were received either by phone, via mail, or on line and then provided an overview of the results, which indicate that staff is doing a good job overall with customer service, and the comments received in the categories of providing good or excellent customer service, customer service needs improvement, rates and District policies, phone and website services, general comments or suggestions, and water conservation and quality.

Customer Finance Supervisor Taylor then reviewed the graphs associated with the Customer Service Survey results.

The Committee then requested Department Heads be informed of the comments affecting their departments, the Committee be kept informed on potential improvements based on survey results, and thanked staff for the presentation.

Senior Customer Care Rep. Hernandez then stated that there has been positive feedback on the Welcome Packets and requested suggestions for improvement.

She then stated that field customer care and on-call staff have been provided with information binders to better address customer questions and concerns; that all rebate form applications have been translated to Spanish and will be uploaded on the website;

and that staff continues work on texting options for customers after which the Committee requested welcome information be developed for businesses and the information be shared with local Chambers of Commerce.

4.5) Discussion and Possible Action on Development of a Wellness Program. (Chair Mac Laren/Human Resources Director Emery)

Human Resources Director Emery reviewed Wellness Program options after which the Committee concurred with introducing quarterly wellness programs through charity walks, a biggest loser contest, bike rides, or other community involvement activities.

4.6) Discussion and Possible Action on Retirement Benefits. (Chair Mac Laren/Human Resources Director Emery)

Chair Mac Laren inquired about changes to retiree benefits as indicated by ACWA after which Human Resources Director Emery reviewed the emerging trend of account-based healthcare plans, allowing retiree participation in open enrollment, and of requiring retirees to opt for Parts A and B of Medicare benefits followed by discussion of ensuring adequate healthcare coverage for retirees.

5) Project Updates.

5.1) Status on Customer Service 2015 Campaign. (General Manager LaMoreaux)

General Manager LaMoreaux stated that in addition to the report provided by Senior Customer Care Rep. Hernandez and Customer Finance Supervisor Taylor under Agenda Item No. 4.4, the District is now on a 4/10 work schedule, the Finance Department and Customer Care Department have been defined and divided, the Field Customer Care Department has implemented several new ideas, the number of customers visiting the office between 5 and 6 p.m. is increasing, and on-call personnel have been trained on providing new water service after which Finance Manager Williams stated that the number of IVR payments increased last weekend from 60 to over 100.

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

General Manager LaMoreaux stated that Article 4 of the Rules and Regulations will be presented to the Board for consideration at the March 11, 2015 Board meeting; that

individual meetings between the Directors and BHI Management Consulting will be scheduled prior to their Board Workshop; and that The Mathis Group will continue to update the Strategic Plan and the cultural survey.

5.3) Other.

There were no other items for discussion.

6) Information Items.

There were no further information items.

7) Board Members' Requests for Future Agenda Items.

Director Estes requested an item be placed on the next agenda for "Presentation from Learn for Life Director John Fleming regarding participation in the District's Internship Program."

There were no further requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held April 2, 2015 at 9:00 a.m.

8) Adjournment.

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


Chair