

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

*A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, April 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  
Patty Quilizapa, General Counsel  
Laura Walker, Personnel Counsel  
Matt Knudson, Assistant General Manager  
Jennifer Emery, Human Resources Director  
Mike Williams, Finance Manager  
Tim Moore, Facilities Manager  
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 March 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 March 2, 2015, as written.

**4.2) Presentation on Learn for Life Participation in the District's Internship Program. (John Fleming, Learn for Life Director)**

Committee Member Estes stated that Mr. Fleming requested this item be considered at the next meeting and that Mr. Fleming offered the Committee a tour of the Learn for Life facility.

**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 including the salary survey process, job descriptions, internship program, Ad Hoc Best Practices Committee, succession planning, employee handbook updates, the May 16 Employee Appreciation Picnic and fundraiser honoring District employees who have passed, the wellness program, and items completed in the first quarter.

Committee Member Estes requested the families of honored District employees receive certificates.

**4.4) Discussion and Review on Customer Care Certification Program. (Human Resources Director Emery)**

Human Resources Director Emery reviewed Customer Care Level I and II positions and program options for achieving Level II status, which include the District becoming a regional leader for the development of a Customer Care Certification Program, and after a brief discussion of being the benchmark for customer care, the Committee concurred with staff's recommendation to create a Customer Care Certification Program.

**4.5) Consideration and Possible Action on Approval of a Job Description and Salary Range for Operations Technician I/II Which Will Include Our Current Pump Operator I/II, Equipment Mechanic I/II, Plant Maintenance Mechanic I/II, and Senior Plant Maintenance Mechanic. (Human Resources Director Emery)**

Human Resources Director Emery provided an overview of the process for developing the Operations Technician I/II job description and salary range, and after a brief discussion of this process and of the transparency of the documentation involved

with the salary survey, 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 description and salary range for Operations Technician I/II, which includes the District's current Pump Operator I/II, Equipment Mechanic I/II, Plant Maintenance Mechanic I/II, and Senior Plant Maintenance Mechanic and that this item be presented to the full Board for consideration at the April 8, 2015 Regular Board Meeting.

**4.6) Consideration and Possible Action to Provide for an Independent Employment Law Firm for Staff Consultation on an As-Needed Basis. (General Manager LaMoreaux)**

General Manager LaMoreaux stated that The Mathis Group recommended this item be discussed by the Committee, and after a brief discussion of providing an independent third-party law firm in the event of potential conflicts, General Counsel's employment law qualifications, and the District's insurance carrier attorneys, the Committee determined that an independent employment law firm for staff consultation is not needed.

**4.7) Consideration and Possible Action on Scheduling a President's Dinner for Informal Discussions on the Strategic Plan. (General Manager LaMoreaux)**

General Manager LaMoreaux stated that a President's Dinner offers an opportunity for informal discussions between management staff and the Board, and after a brief discussion of having President's Dinners on a quarterly basis, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with the recommendation to schedule a President's Dinner for informal discussions on the Strategic Plan and that this item be presented to the full Board for consideration at the April 22, 2015 Regular Board Meeting.

**5) Project Updates.**

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

Senior Customer Care Rep. Hernandez reviewed the successful transition of separating the Customer Care Department and Finance Departments and stated that staff continues to implement better communication with customers based on the Customer

Survey results including more account access for tenants, revisions and translation to Spanish of all forms, notification form letters regarding participation in the Rate Assistance Program, which has 286 participants as of March 31, invitations to customers to increase their water allocation, options for transferring water service to new customers, better monitoring for closed accounts, offering water conservation displays and information in the lobby and more Customer Care Department participation in community events, sharing Customer Survey results with customers, and the ability to text with customers.

General Counsel Quilizapa then advised that there are proposed revisions to Proposition 218 regarding including low income assistance into water rates.

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

General Manager LaMoreaux stated that the BHI Management Consulting Board Governance Workshop will be scheduled and that The Mathis Group will update the cultural survey, the Strategic Plan, and will schedule management group meetings and trainings.

**5.3) Other.**

Human Resources Director Emery stated that quarterly events for the Wellness Program could include hot-tapping in June, the Relay for Life in September, the ColorVibe Run early next year; and the Fight for Air Climb.

She then stated that the Communications Committee is developing the Pat McElfresh PACE Program, which is a peer-nominated Employee of the Quarter Program, and reviewed Mr. McElfresh's work ethic.

She then stated that upcoming updates to the Employee Handbook include sick leave law and requiring Medicare parts A and B for retirees to reduce the District's costs.

She then stated that the benefits survey will include discussions on the 2018 Cadillac tax and the District's cash in lieu for medical insurance program.

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 recommended the District's historical documents be displayed after which General Manager LaMoreaux stated that revisions from Itzen Architects would allow more areas for display of historical documents in addition to the Boardroom hallway.

There were no further requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held May 12, 2015 at 9:00 a.m.

**8) Adjournment.**

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

  
Chair