MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, OCTOBER 23, 2014:

A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, October 23, 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:
Personnel Committee:
Kathy Mac Laren, Chair
Joe Estes, Committee Member

Others Present:
Dennis LaMoreaux, General Manager
Matt Knudson, Assistant General Manager
Jennifer Emery, Human Resources Director
Mike Williams, Finance Manager
Mynor Masaya, Operations Manager
Gene Taylor, Customer Service Supervisor
Judith Hernandez, Asst. Customer Service Spvsr.
Dennis Hoffmeyer, Senior Accountant
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 September 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 September 4, 2014, as written.

4.2) Consideration and Possible Action on Electronic Time Cards. (Finance Manager Williams)

Senior Accountant Hoffmeyer reviewed staff's research and recommendation to accept the proposal received from Sierra Workforce Solutions for the implementation of an advanced timesheet entry system in the not-to-exceed amount of $16,595.40 for the first year and $2,864.00 for each of the next four years, and after a brief discussion of the proposals, of compliance issues, and of efficiency and outsourcing payroll, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to accept the proposal received from Sierra Workforce Solutions for the implementation of an advanced timesheet entry system in the not-to-exceed amount of $16,595.40 for the first year and $2,864.00 for each of the next four years and that this item be presented to the full Board for consideration at the October 27, 2014 Special Board meeting.

4.3) Consideration and Possible Action on Cost of Living Adjustment for 2015 Budget. ($115,045.00 – Estimated – Human Resources Director Emery)

Human Resources Director Emery stated that the cost of living adjustment for 2015 is 1.67% at a cost of $106,787.00, and after a brief discussion of the budget, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to include a 1.67% Cost of Living Adjustment in the 2015 budget and that this be presented to the full Board for discussion during the 2015 Budget process.

4.4) Discussion of District Overtime Practices. (Human Resources Director Emery)

Human Resources Director Emery reviewed staff's discussions regarding overtime practices, eliminating scheduled overtime in the Operations and Facilities Departments, monitoring overtime, modifying the on-call schedule, and creating a Leadership Program, which would include staff training to serve as back-up to positions rather than having to call in staff on an overtime basis and stated that staff is continuing discussions in this area.

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 months of November and December including Employee Handbook Training for each department, internships for next semester, the Employee Appreciation Christmas party, and open enrollment with the added items of the salary survey and succession planning in January and then requested the Committee inform her of any items they would like added to the Human Resources Calendar.

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

Finance Manager Williams stated that the Customer Service Satisfaction Survey will be conducted in November with three methods offered for customer response being mail, phone, and the website and reviewed the notifications to customers regarding the survey.

Assistant Customer Service Supervisor Hernandez then provided a detailed overview of the items to be included in the District's Welcome Packet, which will be provided in English or Spanish.

Customer Service Supervisor Taylor then provided an update on the Customer Service Campaign with the slogan of "Serving You is Our Priority" including the Customer Appreciation Education Class scheduled for Saturday, December 20, where the new rate structure will be reviewed in detail along with information on how to read a meter, how to check for leaks, and how to increase the number of residents in a household, and Santa will be present to take family pictures.

He then stated that discussions continue on the development of a Customer Appreciation Raffle, Customer Service Staff will begin attending Landscape Workshops to address any billing questions or concerns, and the customer service slogan will be included on the District's float entry in the Palmdale Chamber of Commerce parade.

5) Project Updates.

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

General Manager LaMoreaux stated that items remaining under The Mathis Group original contracts include the completion of Board Norms, recruitment of the

Engineer/Grant Writer position for which interviews are scheduled next week, two or three Assistant Training sessions, and a few Management Action Team training sessions.

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

Human Resources Director Emery stated that the current Internship Program will be complete mid-December with the new semester beginning February; that an item will be placed on the next agenda to begin discussions for the next Internship Program; that current interns are in the areas of I.T., Service Worker, and Customer Service, and other departments expressing an interest are Engineering and the Lab; and that long-term goals for the Internship Program need to be considered.

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.

It was stated that "Discussion and possible action on Internship Programs" will be placed on the next agenda for consideration.

President Mac Laren requested mediation for addressing Director concerns followed by discussion of Directors meeting with Human Resources Director Emery as a mediator with staff then assigned to find and present solutions to the concerns similar to the angle stop issue and the customer service campaign, and it was stated that an item will be placed on the next agenda for "Discussion and possible action on development of a Board mediator."

There were no further requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held November 20, 2014 at 10:00 a.m.

8) Adjournment.

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

Chair