MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, NOVEMBER 20, 2014:

A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, November 20, 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	Matt Knudson, Assistant General Manager
Joe Estes, Committee Member	Mike Williams, Finance Manager
	Gene Taylor, Customer Service Supervisor
	Judith Hernandez, Asst. Customer Service Spvsr.
	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 October 23, 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 October 23, 2014, as written.

4.2) Discussion and Possible Action on Continuation of the District's Internship Program. (Human Resources Director Emery)

After a brief discussion of the District's Internship Program, the benefits of this Program, and of offering a higher level Internship Program, it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to continue the District's Internship Program and offer a higher level Internship Program and that this item be presented to the full Board for consideration at the November 26, 2014 Regular Board meeting.

The option of hiring interns for upcoming meter installations was then briefly discussed, and staff was directed to provide costs for various installation options for consideration at the budget workshop.

4.3) Discussion and Possible Action on Revisions to Employee Manual – Section VIII.A. (Human Resources Director Emery)

Assistant Customer Service Supervisor Hernandez stated that staff recommends the District's Employee Manual Section VIII.A regarding the dress code be revised to provide uniforms to District staff not currently provided with uniforms followed by discussion of enhancing the District's Customer Service Campaign by providing a more professional, consistent, unified, and positive public image, making staff more identifiable to the public, enforcement of the current dress code, teamwork, the recommended uniform and cost per year, and the proposed policy, and it was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to revise the Employee Manual Section VIII.A to provide uniforms to District staff not currently provided with uniforms and that this item be presented to the full Board for consideration at the December 10, 2014 Regular Board meeting.

4.4) Discussion and Possible Action on Development of a Board Mediator. (General Manager LaMoreaux)

General Manager LaMoreaux stated that the intent of a Board mediator is for Directors to share information with either Human Resources Director Emery or himself and that this concept will be reviewed with legal counsel for further development.

Chair Mac Laren then stated that discussion on this item will be continued to a future date.

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

General Manager LaMoreaux stated that there are no significant changes to the Human Resources Calendar for the months of November and December and then requested any Calendar items from the Committee.

Chair Mac Laren then stated that discussion on this item will be continued to a future date.

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

Finance Manager Williams stated that the Customer Service Satisfaction Survey is ongoing; that a good response has been received via mail, phone, and the front counter; and that website participation is low.

Customer Service Supervisor Taylor then provided an update on events for the Customer Appreciation Day scheduled for Saturday, December 20, from 9 a.m. to noon including a water conservation table for information on conservation and rebates, a customer service table for information on reading bills, the new rate structure, the Rate Assistance Program, how to check for leaks, and how to login to the website, pictures with Santa, a live radio broadcast, and a Toys for Tots campaign.

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 a Management Action Team training session scheduled for December, the completion of Board Norms, and a few Assistant training sessions.

5.2) Other.

General Manager LaMoreaux stated that issues with workweek hours have been under discussion; that a solution is a 4/10 workweek schedule with the District closed in all departments on Fridays followed by discussion of the benefits of this option including

extended work hours to benefit commuters, addressing emergencies, reduced wait time for customers, and more accessibility to the public through extended water turn-on times; and that this item will be presented to the Board for consideration after further staff discussions.

There were no other items for discussion.

6) Information Items.

Chair Mac Laren stated that all Directors have completed their California Special Districts Association training modules; that the application for the Districts of Distinction and Certificate of Transparency can now be completed; and that a CSDA presentation will be made to the Board when these applications are complete.

There were no further information items.

7) Board Members' Requests for Future Agenda Items.

There were no requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held in January, 2015 with a date to be determined unless there is a need for a meeting in December.

8) Adjournment.

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

Chair