

AGENDA
SPECIAL MEETING
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT BOARD OF DIRECTORS
STRATEGIC PLANNING WORKSHOP
Creating Stability and Looking to the Future

FRIDAY, MARCH 30, 2018
9:00 AM – 4:30 PM

The Cool Community Hall, 1701 CA-193, Cool, CA 95614

MISSION STATEMENT

It is the purpose of the Georgetown Divide Public Utility District to:

- Provide reliable water supplies
 - Ensure high quality drinking water
 - Promote stewardship to protect community resources, public health, and quality of life
 - Provide excellent and responsive customer services through dedicated and valued staff
 - Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.
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1. CALL TO ORDER, PLEDGE OF ALLEGIANCE

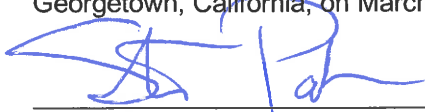
- 2. PUBLIC FORUM** – This is a Special Meeting under Government Code Section 54956. Public comment is limited to items appearing on the agenda. Under Section 54954.3, the public shall have the right to comment on any items appearing on the agenda prior to or during consideration of the item. Public comment on items not appearing on the agenda should be made at the regular meetings of the District.

3. STRATEGIC PLANNING WORKSHOP – CREATING STABILITY AND LOOKING TO THE FUTURE

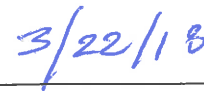
The Georgetown Divide Public Utility District is responsible for balancing the immediate and long-term needs of the District's water system to provide reliable and high-quality water. This special workshop of the Board of Directors is to discuss the District's infrastructure and operational capacity and set goals and priorities. Discussion will be facilitated by Dr. Bill Mathis. There will be opportunity for public input during this item.

- 4. NEXT MEETING DATE AND ADJOURNMENT** – Next regular meeting is April 10, 2018, at 2:00 PM, at the Georgetown Divide Public Utility District, 6425 Main Street, Georgetown, CA 95634.

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting, please contact Steve Palmer by telephone at 530-333-4356 or by fax at 530-333-9442. Requests must be made as early as possible and at least one-full business day before the start of the meeting. In accordance with Government Code Section 54954.2(a), this agenda was posted on the District's bulletin board at the Georgetown Divide Public Utility District office, at 6425 Main Street, Georgetown, California, on March 22, 2018.



Steven Palmer, PE, General Manager



Date



**GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT
BOARD OF DIRECTORS**

Creating Stability and Looking to the Future

*A Board Workshop Facilitated by Dr. Bill Mathis
Scribe, Janice Mathis, MA*

Friday, March 30, 2018 ♦ 9:00 AM to 4:30 PM

Cool Community Hall ♦ 1701 CA-193, Cool, CA 95614

Workshop Outline

*Approximate
Time*

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| 9:00 | Welcome & Introductions |
| 9:15 | Mission Statement
<i>It is the purpose of the Georgetown Divide Public Utility District to:</i> <ul style="list-style-type: none">• <i>Provide reliable water supplies</i>• <i>Ensure high quality drinking water</i>• <i>Promote stewardship to protect community resources, public health, and quality of life</i>• <i>Provide excellent and responsive customer services through dedicated and valued staff</i>• <i>Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.</i> |
| 9:30 | The Role of the Board of Directors – <i>Principals of a high performing Board</i> |
| 10:00 | Infrastructure, Operations, and Maintenance – <i>State of the district & setting top priorities for 2018-19</i> |
| 11:00 | Water Resources and Storage Capacity – <i>Supply stability</i> |
| 12:00 | Lunch Break |
| 12:30 | Board Leadership Goals and Strategies – <i>Customer service, regional leadership, accreditation as “District of Distinction”</i> |
| 1:30 | Staffing Capacity, Quality and Retention – <i>Current conditions & goals</i> |
| 2:30 | Break |
| 3:00 | Financial Accountability and Management – <i>Improvements and goals for customer outreach and transparency</i> |
| 4:00 | Next Steps/Closing |



BOARD OF DIRECTOR GOALS FOR FISCAL YEAR 2018/2019 GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

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Goal A: Improve Transparency and Communications

Objective A-1 Improve website

Objective A-2 Engage an expert to develop an annual communication strategy that would consider tours, newsletters, social media, bill inserts, etc.

Objective A-3 Effectively engage the Finance Committee

Objective A-4 Improve information technology business systems. Specifically accounting, billing, and records management software.

Objective A-5* *Conduct public workshops to review the irrigation ordinance

Goal B: Address Immediate Infrastructure Needs and Begin Long Term Planning

Objective B-1 Repair/replace a few key facilities that are prone to failure

Objective B-2 Begin development of comprehensive asset management plan

Objective B-3 Protect water rights

Objective B-4 Update emergency response plans & ensure disaster preparedness

Objective B-5 Hire full time engineer to manage projects

Objective B-6 Replace aging equipment

Goal C: Develop and Retain Employees

Objective C-1 Encourage and support training that furthers the District's mission

Objective C-2 Recognize employees that demonstrate exemplary service

Goal D: Plan for Changes in Staff and in Board Composition

- Objective D-1 Improve information technology business systems. Specifically accounting, billing, and records management software.*
- Objective D-2 Document daily routines for all employees*
- Objective D-3 Ensure Board receives adequate training and education to allow them to be effective policymakers.*
- Objective D-4 Update and adopt Board policies*
- Objective D-5 Evaluate installing GPS locators on vehicles to improve fleet management, maintenance, and employee safety*
- Objective D-6 Hire full time engineer to manage projects and enhance staff succession planning*

Goal E: *Continue to Review District Fees and Charges

- *Objective E-1* *Review and update wastewater rates and user fees**

Goal F: Board Leadership

- Objective F-1 Pursue certification as a District of Distinction from the Special District Leadership Foundation*
- Objective F-2 Update and adopt Board policies*
- Objective F-3 Request staff to deliver three innovative projects per year*
- Objective F-4 Provide annual goals*
- Objective F-5 Provide General Manager with annual performance evaluation*



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