

- EVMWD BOARD ACTION
- APPROVED
 - APPROVED AS AMENDED
 - DENIED
 - CONTINUED
-

MINUTES
FINANCE & ADMINISTRATION COMMITTEE
Regular Meeting of
May 21, 2019
3:30 P.M.

The Regular Finance and Administration Committee (FAC) Meeting was held at EVMWD's principal offices at 31315 Chaney Street, Lake Elsinore, California.

Director Present

Phil Williams
Harvey Ryan (Chair)

Staff Present

Robert Hartwig, Interim General Manager
Terese Quintanar, District Secretary
Jennifer Dancho, Director of Human Resources and Safety
Tim Collie, Water Production Manager
Christina Henry, Customer Service Manager
Art Landeros, Accountant
AJ Rivera, Purchasing Manager

CALL TO ORDER

The meeting was called to order at 3:30 p.m.

PUBLIC COMMENTS

The meeting was opened to public comments and there were none.

1. **Claims Update** – Ms. Dancho reported that the final claim amount on the Mission Trail Spill is \$388,537 and it will not affect our eMOD (experience Modification Rating). Regarding a small claim connected to the Gray Fox Lift Station, we received signed form from the claimant and the check for \$3,680 will be issued. Another claimant, Mr. Siribandan received an estimate offer of \$1,493 for damages. We do not have to provide payment for 45 days, but our current policy and practice is 30 days. Staff recommends leaving our policy at 30 days, for added customer service.
2. **Recruitment & Personnel Update** – We have had 11 open recruitments for the year and five offers accepted. There were 848 job posting hits in April, for a total of 7,785 for the year. Also in April, there were 32 applications processed for a total of 1,112 for the year. Three pre-employment tests were conducted and there were three internal promotions. Recruitment time for April is at 9 weeks, but we have a

19 week average for the year. Turnover ratio is at 8% and we have 11 current temporary employees due to vacant positions and one employee on modified duty. There were two training sessions, five new employee orientations, and one Wellness event held in April. Completed training sessions total 3 hours average per manager, and 1 hour per employee for the year. One training in July is on Public Speaking. There were no newly opened positions at the end of April, but several open positions in different phases of recruitment. Employee demographics are at 16 Baby Boomers, 76 Generation X, and 38 Millennials.

3. **Safety Update** – Six pairs of safety glasses have been distributed this year, one amendment was made to the Safety Manual, and four ergonomics inspections took place.

We are now at 160 days without injury. We are at 120 days of modified duty and zero lost days for this year. We've had 19 training sessions this year and there have been 100 hours of training completed. The Target Solutions assignment for April was Distracted Driving. There has been one minor injury reported and two vehicle damage instances this year.

4. **Amendment to Administrative Code Section 1500- Purchasing Policy**

Mr. Rivera reported that the purpose of staff's requested amendments is to streamline the process. Several other agencies were polled regarding their policy, and most agencies are at \$100,000. There are about 30 contracts that could be expedited with the new threshold. The Committee requested information on what types of contracts are being delayed by the current policy and for staff to clarify the benefit of increasing the contract threshold. The Committee also requested staff develop a method for notifying the Board of these types of expenditures when they range from \$50,000 - \$100,000; perhaps a standing information item on Study Session agendas.

Percentage of change order reporting and increase in the individual spending threshold for PCard users was also discussed. Director Williams suggested that highlights of the PCard program be presented when staff addresses these policy changes at a Study Session. The last suggested amendment; Section 1513, allows for cooperative purchases with other agencies, to realize cost savings when prices are negotiated lower for bulk purchases. Director Williams asked if we could seek interested parties to coordinate fuel purchases, such as cities and schools.

5. **April 2019 Customer Service Department Performance Measures** – Ms. Henry explained website payments increased by 2%. Mondays are the busiest payment dates. Longest hold time went down to 15.44 minutes. Late fees increased but turn offs decreased. Approximately 73% of customers are paying the same day as turned off. Phone calls are at 5,523 received and 5,224 answered. Calls abandoned decreased and calls per day per employee is 40.

In April, the majority of calls are for balance inquiry or payment arrangements. Service levels were at 96%. There are 208 customers registered for electronic bills and AquaHawk registrations totaled 301. There have been 7,932 account leak alerts and 2,265 user defined threshold notifications, however, staff is working to refine the reporting numbers. Customer Service is continuing to educate customers about the benefits of AquaHawk. RARE eligible accounts decreased slightly, and 85% of eligible accounts were issued a credit in April (\$34,248). There are 1.5% of customers eligible for RARE that were turned off. There are 46,021 accounts currently; 522 accounts closed, 11% with a balance, and the average balance due was \$218. Tenant Bad Debt totals 75%, owners are 25%. Christina Henry is working on more information in the next month and mentioned that the Franchise Tax Board can assist with customers that owe the District money. Total Bad Debt expensed was 0.27%, which is less than last year. Director Williams requested discussion to lower the deposit when information is presented about owner and tenant responsibility.

6. **Other** – Jen Dancho recommended an immediate reclassification of the position of Electrical Technician to a Lead Electrical Instrumentation and Controls Technician. The employee in the position resigned for a higher position elsewhere. There will be three electrical technicians total.
7. **Consider Items for Board Review** – Reclassification request regarding the Electrical Technician.
8. **Adjournment at 4:30 p.m.**