

MONTE VISTA WATER DISTRICT

Teleconference: (773) 231-9226 Meeting ID 238-267-3925 Password 007304

Video: <https://meetings.ringcentral.com/my/boardmeeting> Password 007304

NOTICE AND AGENDA OF MANAGEMENT ASSESSMENT COMMITTEE MEETING

TUESDAY, JUNE 22, 2021 • 4:30 P.M.

Committee Members

President Rose

Vice President Milhiser - Chair

Consistent with the provisions set forth in the Governor's Executive Order N-29-20, this meeting will be conducted telephonically by the committee. Interested members of the public may participate in the meeting to observe and/or provide public comment by using the access information listed above.

1. CALL TO ORDER

2. PUBLIC COMMENT

3. AGENDA CHANGES/ADDITIONS

4. DISCUSSION AND/OR ACTION ITEMS

A. Committee Meeting Minutes

Meeting Date: May 19, 2021

Recommendation: Approve as presented

B. Closed Session: Conference with Labor Negotiators (GC\$54957.6)

Agency Designated Representative: Management Assessment Committee

Unrepresented Employee: General Manager and Assistant General Manager/Chief Financial Officer

5. ADJOURNMENT

DECLARATION OF POSTING

In accordance with the requirements of California Government Code §54954.2, this agenda has been posted in the display case at the gated entrance to our main office at 10575 Central Avenue, Montclair, California not less than 72 hours prior to the meeting date and time above.

Written materials relating to open session agenda items, including those distributed to the majority of the Board of Directors after distribution of this agenda package, are available for public inspection during normal business hours at the District's main office, located at 10575 Central Avenue, Montclair, California.

Pursuant to the Americans with Disabilities Act, persons with a disability who require a disability-related modification or accommodation in order to participate in a meeting may request such modification or accommodation from the District Secretary at (909) 267-2160, or by email at ggarcia@mvwd.org. Notification 48 hours prior to the meeting will enable District staff to make reasonable arrangements to assure accessibility to the meeting.

**MINUTES OF THE REGULAR MEETING
OF THE MANAGEMENT ASSESSMENT COMMITTEE
OF THE MONTE VISTA WATER DISTRICT
BOARD OF DIRECTORS**

May 19, 2021

DIRECTORS PRESENT

G. Michael Milhiser, Vice President – Chair
Sandra Rose, President

DIRECTORS ABSENT

None.

STAFF PRESENT

Justin Scott-Coe, General Manager
Stephanie Reimer, Assistant General Manager/Chief Financial Officer
Juan Ventura, Customer Service Supervisor

OTHERS IN ATTENDANCE

None.

ITEM 1: CALL TO ORDER

Vice President Milhiser called the meeting to order at 4:33 p.m.

ROLL CALL

General Manager Justin Scott-Coe stated that the Management Assessment Committee of the Board of Directors of the Monte Vista Water District meeting will be conducted pursuant to Executive Order N-29-20 and sections of the Brown Act unaffected by that Order. Each director confirmed their attendance and ability to hear the proceedings. Other attendees confirmed they could hear each director. The directors and staff were reminded that any votes taken during the teleconference portion of the meeting must be taken by roll call vote. General Manager Justin Scott-Coe provided brief instructions on appropriate conduct during the meeting.

ITEM 2: PUBLIC COMMENT

None.

ITEM 3: AGENDA CHANGES/ADDITIONS

None.

ITEM 4: DISCUSSION AND/OR ACTION ITEMS

A. Meeting Minutes: April 15, 2021

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-05-01

MOVED: Approved the April 15, 2021 Management Assessment Committee minutes, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

B. Resolution 789-21: Establishing a Customer Service Handbook

Customer Service Supervisor Juan Ventura explained to the Management Assessment Committee that in October 2020, the District’s Board of Directors adopted the District’s 2025 Strategic Plan, which included an initiative to improve standardized policies, procedures and work processes across the District. Mr. Ventura said the Customer Service Department operates through a collection of policies adopted by resolution and internally developed procedures. He further stated that these policies and procedures provide guidance on how staff can complete tasks and resolve inquiries they may receive from customers regarding their water service. Mr. Ventura provided a draft of the proposed customer service handbook. Discussion ensued.

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-05-02

MOVED: Recommended that the Management Assessment Committee recommend the Board of Directors adopt Resolution 789-21, establishing a Customer Service Handbook, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

ITEM 5: ADJOURNMENT

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-05-03

MOVED: Approved to adjourn the meeting, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

There being no further business, Vice President Milhiser adjourned the meeting at 5:08 p.m.

Respectfully submitted,

Justin M. Scott-Coe
General Manager/Secretary

**Closed Session:
Conference with Labor Negotiators (GC§54957.6)**