

# MONTE VISTA WATER DISTRICT

10575 Central Avenue, Montclair, California • (909) 624-0035

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## NOTICE AND AGENDA OF MANAGEMENT ASSESSMENT COMMITTEE MEETING

TUESDAY, JULY 6, 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-08-21, this meeting may be conducted remotely 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:** June 22, 2021

**Recommendation:** Approve as presented

##### B. Comprehensive District Policy Manual

**Presenter:** Stephanie Reimer, Assistant General Manager/Chief Financial Officer

**Recommendation:** 1) Review and discuss Monte Vista Water District's Administrative Policies and Procedures Handbook; and 2) Authorize staff to develop a Comprehensive District Policy Manual, incorporating all of Monte Vista Water District's current and future policies, for consideration by the Board of Directors.

##### C. Fiscal Year Ending 2022 - Temporary Modification of the Lifeline Assistance Program and COVID-19 Customer Assistance Outreach Program

**Presenter:** Juan Ventura, Customer Service & Information Technology Manager

**Recommendation:** It is recommended that the Management Assessment Committee recommend that the Board of Directors 1) Approve a temporary modification to the Lifeline Assistance Program for Fiscal Year Ending 2022; and 2) Approve the COVID-19 Customer Assistance Outreach Program.

##### D. Performance Evaluation Process for General Manager and Assistant General Manager/Chief Financial Officer

**Presenter:** Justin Scott-Coe, General Manager

**Recommendation:** Review recent performance evaluation process for the general manager and assistant general manager/chief financial officer and discuss improvements for next year.

## 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](mailto: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**

**June 22, 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

**OTHERS IN ATTENDANCE**

None.

**ITEM 1: CALL TO ORDER**

Vice President Milhiser called the meeting to order at 4:30 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: May 19, 2021**

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

**M21-06-01**

**MOVED:** Approved the May 19, 2021 Management Assessment Committee minutes, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

**RECESS TO CLOSED SESSION**

Vice President Milhiser recessed the meeting to closed session at 4:32 p.m. to discuss:

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

Vice President Milhiser reconvened the meeting into open session at 4:55 p.m. and stated that no reportable action was taken.

**ITEM 5: ADJOURNMENT**

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

**M21-06-03**

**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 4:57 p.m.

Respectfully submitted,

Justin M. Scott-Coe  
General Manager/Secretary



July 6, 2021

Honorable Management Assessment Committee  
Monte Vista Water District

**SUBJECT: Comprehensive District Policy Manual**

**STAFF RECOMMENDATION:**

It is recommended that the Management Assessment Committee recommend that the Board of Directors:

1. Review and discuss Monte Vista Water District’s Administrative Policies and Procedures Handbook; and
2. Authorize staff to develop a Comprehensive District Policy Manual, incorporating all of Monte Vista Water District’s current and future policies, for consideration by the Board of Directors.

**PRIOR BOARD ACTION:**

On January 27, 2021, the Board of Directors received and filed an informational presentation on District policies and a proposed comprehensive policy manual.

**FINANCIAL IMPACT:**

None.

**CONSISTENCY WITH STRATEGIC PLAN GOALS/INITIATIVES:**

Strategic Goal 1: Continually strive to provide high quality customer service.

Initiative 1.3: Improve standardized policies, procedures, and work processes across the District.



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Sandra S. Rose  
PRESIDENT

G. Michael Milhiser  
VICE PRESIDENT

Manny Martinez  
DIRECTOR / BOARD AUDITOR

Philip L. Erwin  
DIRECTOR

Tony Lopez  
DIRECTOR

**BACKGROUND**

Monte Vista Water District’s (District) Board of Directors (Board) has adopted a number of policy-level documents that collectively govern the operations of the District. These documents include the District’s Bylaws, ordinances, resolutions, and thirty-five administrative policies collected in an Administrative Policies and Procedures Handbook.

**DISCUSSION**

Through adoption of the 2025 Strategic Plan, the Board has expressed its desire to organize its policy-level governance documents into a comprehensive District Policy Manual (Manual). The Manual will provide a uniform tool District management and staff can use to carry out Board-directed policies and initiatives.

Staff has reviewed the District’s adopted policies and developed a plan to incorporate these documents into a comprehensive Manual. The proposed Manual will have a consistent layout and will be divided into a series of “handbooks” to be implemented by each of the District’s departments: Board/Executive Office (Governance), Community Affairs, Customer Service, Engineering, Finance, Human Resources and Risk, Operations, and Maintenance. This format accommodates the development and adoption of new policies, when needed, to be incorporated into the appropriate handbook. Each District department will be accountable for implementing the policies in their respective handbook.

A comprehensive District Policy Manual is recognized by the Special District Leadership Foundation (Foundation) as a requisite instrument in demonstrating a commitment to operate in a sound, responsible manner. It is a pathway to ensuring responsible stewardship of District resources and excellent customer service. The development of the Manual is the last step to be completed prior to submitting the District’s application to receive the Foundation’s District of Distinction accreditation.

Respectfully submitted,



Stephanie A. Reimer  
Assistant General Manager/  
Chief Financial Officer



Justin M. Scott-Coe  
General Manager

**Fiscal Year Ending 2022**  
**Temporary Modification of the**  
**Lifeline Assistance Program and COVID-19**  
**Customer Service Assistance Outreach Program**  
**(verbal)**

**Performance Evaluation Process for  
General Manager and  
Assistant General Manager/Chief Financial Officer  
(verbal)**