

**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