



Setting Standards of Excellence in Public Service

**MINUTES
COMMITTEE OF THE BOARD
REGULAR MEETING OF THE BOARD OF DIRECTORS
Wednesday, March 24, 2021 – 3 p.m.
7811 University Avenue, La Mesa, CA 91942-0427**

1. President Scalzitti called the March 24, 2021, Committee of the Board meeting to order at 3:02 p.m. and turned the meeting over to Board Secretary Sandra L. Janzen to verify that the board, staff and members of the public could hear one another and that everyone could identify the board members by voice recognition or video image.

The roll call showed a quorum of the board present via electronic conferencing software. Directors Scalzitti, Hedberg, McMillan, Gracyk and Verbeke were present.

Staff present: Lugo, Olney, Bryant, Miller, Tomasulo, Watt, Janzen, Pope, Malkin, Lyford, Solano, Lunde, Herrera, Pearce, Curtis, Doubrava, Emery, Uhrhammer and Garuba.

Others present: Administrative Assistant II Melissa A. Watt was joined by family, friends, employees and retirees in celebration of her 15-year service award. Brownstein Hyatt Farber Schreck Policy Assistant Victoria Barba was also present.

2. Director Verbeke provided the invocation and led the Pledge of Allegiance.
3. General Manager Carlos V. Lugo reported that there were no additions or deletions to the agenda. There were no public comments. The motion to approve the agenda carried unanimously by roll call vote.

Motion: Verbeke
Second: Hedberg

4. President Scalzitti provided opportunity for members of the public to address the board on any item under the subject matter jurisdiction of the district. There were no public comments.

SERVICE AWARD

5. Administrative Assistant II Melissa A. Watt received her award for 15 years of district service. Water Treatment Plant Manager Larry W. Lyford introduced Ms. Watt. General Manager Carlos V. Lugo shared Ms. Watt's district background and presented the service award. Ms. Watt held up her certificate and gift for all to see after thanking her husband, children, employees and retirees. Ms. Watt thanked the board for supporting the district employees during the pandemic and providing a family culture that has empowered employees to dedicate themselves to the district. President Scalzitti thanked Ms. Watt for her service on behalf of the entire board. There were no public comments.

DISCUSSION

6. The board received the annual strategic work plan midyear update. President Scalzitti led the board through the goals and objectives of the six strategic focus areas covering customer service, employees, fiscal integrity and sustainability, infrastructure, water resources, and communication and outreach.

Vice President Hedberg ensured all customer service functions continue to be provided through the pandemic even with the lobby doors at each facility closed. General Manager Carlos V. Lugo reminded the board that a doorbell was installed on the lobby doors to assist customers needing additional help. Director of Administrative Services Jennifer C. Bryant reminded the board that new customer accounts are generally set up online, with plan review appointments available through the engineering department. Director McMillan encouraged Mr. Lugo to continue customer service training at Lake Jennings. Director Verbeke confirmed the district is promoting a customer service culture both internally and externally with an emphasis on values. Mr. Lugo reported that the district's values are being revisited and emphasized through training, onboarding, sharing expectations and department meetings. Director Verbeke congratulated staff for maintaining the District Transparency Certificate of Excellence through the Special District Leadership Foundation.

Director Gracyk confirmed General Manager Carlos V. Lugo is meeting with the employees twice per year to provide general updates, and answer questions virtually. Director McMillan confirmed with Director of Operations Kevin D. Miller that managers are meeting weekly as a group, weekly with their immediate reports, monthly with department managers and employees meet monthly with their directors. Mr. Lugo reported the executive team conducts weekly meetings. Director McMillan stated that

Zoom provides opportunities to continue these meetings indefinitely without the need to travel between facilities. Director McMillan also confirmed succession planning, career development and sharing of the insurance rebates with the employees continue. Safety/Risk Administrator Susen Doubrava shared that a new safety leadership program will be introduced to the district.

Director Gracyk requested staff detail the fully integrated new asphalt concrete Esri tracking program. Director of Water Quality/System Operations Brian M. Olney clarified that the optimizing technology box included on the strategic work plan under the infrastructure focus area demonstrates a specific goal being met. Vice President Hedberg confirmed that the majority of goals are being met, with only some being pushed out to the upcoming year due to the pandemic. Director of Administrative Services Jennifer C. Bryant detailed current penetration testing the information systems team is monitoring and reported the results will be shared during a future closed session agenda. There were no public comments.

7. President Scalzitti opened the discussion for any additional board comments. Director Verbeke reported attending the Association of California Water Agencies DC conference on March 24, 2021. Discussion ensued regarding the proposed federal requirements to test the water at schools and daycare centers. Director of Water Quality/System Operations Brian M. Olney reported an update will come to the board once the full scope of the federal mandates are set and known. Director McMillan reported attending several special Parks, Land, Lakes and Garden Committee meetings and shared his enthusiasm for the full board to view the consultant's presentation for Lake Jennings campground improvements during the April 7, 2021 regular board meeting. Vice President Hedberg reported dialogue with her constituents regarding the proposed rate increases is going well due to the links and tools available on the district's website. President Scalzitti and Director Gracyk voiced interest in the fifth grade tours and education program and suggested staff seek a grant to update the treatment plant educational video. Director Gracyk confirmed that funding remains available for leak detectors. Public Affairs Supervisor Michelle M. Curtis shared that a mulch rebate program is being implemented, and that the photo contest and scholarship programs continue. There were no public comments.

REPORTS

8. The board received the reports for the month of February 2021:
 - a) Financial
 - b) Rainfall, Use and Storage
 - c) System Demand

- d) Monthly Demand
- e) Conservation Status

Vice President Hedberg noted water use continues to remain high due to the warm temperatures. Director McMillan reported that the district's cash balance is up \$8 million due to the timing of the capital improvement program. General Manager Carlos V. Lugo reported the district has received and responded to 38 Proposition 218 protest letters to date.

ADJOURNMENT

9. President Scalzitti adjourned the Committee of the Board meeting at 4:37 p.m.



Joel A. Scalzitti, President

ATTEST:



Sandra L. Janzen, Secretary of the Board