

OTTER ROCK WATER DISTRICT

BOARD WORK SESSION MINUTES

July 11, 2019

A. Call to Order:

A Work Session for the Otter Rock Water District Board was held on July 11, 2019. The meeting was convened at 6:00 p.m., by Presiding Officer Boston.

B. Roll Call:

- Members In Attendance: Commissioners Boston, Gleason, P. Anderson, Backenstow, Bradley
- Staff Members Present: Water Superintendent Osburn, OM Erskine
- Public Attendance: Volunteer Communications Advisor DeMott

C. Meeting Purpose: The purposes of the ORWD work session is to:

- 1) Review the remaining action items of the ORWD Board to ensure that tasks assigned and agreed to by the commissioners, staff and volunteers at previous meetings have been completed or are underway; and
- 2) Create a prioritized list of action items, that will be used to guide activity of the new ORWD Board, staff and volunteers over the 2019-2020 fiscal year.

D. Action Item Checklist Review

- The Board's ongoing action items were reviewed, and the Action Item Checklist was updated.
- An additional column of information, entitled "Category," was added to the checklist document. The category column links each task to the new areas of Board action identified for 2019-2020.

E. Creation of Prioritized Action Item List for 2019-2020

- Four categories of Board action for the 2019-2020 fiscal year were identified:

- Infrastructure - Board actions associated with the physical structures which collect and distribute water to Otter Rock.

- Operations - Board actions related to internal operations of the water district such as employee duties, insurance, accounting, ordinances, resolutions, water rates, customer relations.

- Communications - Board actions related to communications with water district customers, including internal communications and communication vehicles such as Public Notices, emails, and the ORWD website.

- Finance - Board actions relating to public finance such as updating rate structures, exploring how to pay for infrastructure upgrades, researching potential loans and grants, funding system improvements, and considering special assessments.

• Important action items to be accomplished were listed in each of the four categories, and the 2-4 most urgent actions were added to the current Action Item Checklist. The owner(s) of each urgent action were also identified.

INFRASTRUCTURE:

Most Urgent Actions, requiring immediate attention:

- #1 Obtain accurate water flow measurement - Owners: Backenstow, Osburn

- #2 Fix Spring 3 - Owner: Osburn

- #3 Identify and locate isolation valves and categorize their serviceability -
Owners: Backenstow, Osburn

- #4 Replace the Gladys Street service line - Owner: Osburn

Other important action items: (future priorities)

- Install meters on rental properties

- Consider metering services on Second Street Easement to protect ORWD infrastructure.

- Check integrity of main distribution lines

- Change-out master meter

- Install site meter

OPERATIONS:

Most Urgent Actions, requiring immediate attention:

- #1 - Investigate Quick Books additional features such as payroll taxes and budgeting - Owners: P. Anderson, Erskine
- #2 - Have all door (internal and external) and gate locks changed, and develop key control system - Owners: P. Anderson and Osburn.

Other important action items: (future priorities)

- Update employee files and conduct regular evaluations
- Identify job roles for employees and volunteers
- Inform Board of scope of office operations
- Relate water rate structures to customers in QuickBooks to report more accurately and quickly.
- Create rate structure of gallonage and water over-use after all meters are installed.

COMMUNICATIONS:

Most Urgent Actions, requiring immediate attention:

- #1 - Create team to set priorities and systems for all ORWD communications, addressing areas listed below - Owners: Gleason, Anderson, Erskine, DeMott
 - Timely responses for all customer contacts
 - Identifying “chain of command” and “chain of contact” for communications between customers, staff and volunteers.
 - Develop processes and owners for all communications including meeting agendas, board minutes, community emails and information on the ORWD website.
 - Identify standards for customer call-backs, board minutes, emails and the website

- #2 - Investigate purchase of Microsoft Word software in order to be compatible with the multiple computer platforms of Board members, staff and volunteers - Owners: P. Anderson, Erskine

Other important action items: (future priorities)

- Address the use of staff's personal cell phones for business purposes.
- Set expected standards for all written communications, including board minutes, community emails and website articles.

FINANCES:

Most Urgent Actions, requiring immediate attention:

- #1 Create procedure for how to finance repair projects. Owner: Boston
- #2 Identify what System Improvement dollars can be spent on and for - Owner: Boston
- #3 Review Civil West report concerning the System Development Charge and determine what the money can be spent for. Owners: Backenstow, Appicello

Other important action items: (future priorities)

- Explore Special Assessments for infrastructure upgrades.
- Explore process for obtaining bank loans
- Explore Public Finance

F. Commissioner and Staff Comments:

Bradley - none

Gleason - none

P. Anderson - none

Backenstow - none

Boston:

- Commissioner Boston asked DeMott to write a position paper on ORWD volunteers, addressing topics such as recognizing the skills, experience and expertise of community members, the recruitment of volunteers when needed, the kinds of work that could be done and supporting volunteers

Water Superintendent Osburn:

Possible solutions to protect ORWD water lines and connection boxes at the Second Street Easement were identified and discussed.

The Barry Brown Subdivision's water line installation was discussed.

OM Erskine:

Initial job descriptions for the secretary/bookkeeper position and the water superintendent position were distributed. Current job descriptions were not distributed.

G. Adjournment

The Work Session was adjourned at 9:07 p.m.

Respectfully Submitted by Volunteer Joknee DeMott

Date Minutes were Approved: 8/13/19