



AGENDA
SPECIAL MEETING
STRATEGIC PLANNING WORKSHOP – PART 1
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT BOARD OF DIRECTORS
6425 MAIN STREET, GEORGETOWN, CALIFORNIA 95634

THURSDAY, AUGUST 26, 2021
7:00 P.M.

MISSION STATEMENT

It is the purpose of the Georgetown Divide Public Utility District to:

- Provide reliable water supplies.
 - Ensure high quality drinking water.
 - Promote stewardship to protect community resources, public health, and quality of life.
 - Provide excellent and responsive customer services through dedicated and valued staff.
 - Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.
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BOARD OF DIRECTORS

Michael Saunders, President
Mitch MacDonald, Vice President
Mike Thornbrough, Treasurer
Donna Seaman, Director
Gerry Stewart, Director

NOTICE: THIS MEETING WILL BE HELD IN ACCORDANCE WITH EXECUTIVE ORDER N-29-20, ISSUED BY CALIFORNIA GOVERNOR GAVIN NEWSOM ON MARCH 17, 2020, THE RALPH M. BROWN ACT (CALIFORNIA GOVERNMENT CODE SECTION 54950, ET SEQ.), AND THE FEDERAL AMERICANS WITH DISABILITIES ACT.

THIS MEETING WILL NOT BE PHYSICALLY OPEN TO THE PUBLIC. ALL MEMBERS OF THE PUBLIC MAY PARTICIPATE IN THE MEETING VIA VIDEO CONFERENCE AT

<https://us02web.zoom.us/j/85659180878?pwd=MXF6U3MxaFlpYi9mSVVMdzVLSXZRZz09>

MEETING ID: 856 5918 0878 AND PASSWORD: 352616 OR VIA TELECONFERENCE BY CALLING 1-669-900-6833, MEETING ID: 856 5918 0878 AND PASSWORD: 352616 AND WILL BE GIVEN THE OPPORTUNITY TO PROVIDE PUBLIC COMMENT. PLEASE NOTE THAT ANY PERSON ATTENDING VIA TELECONFERENCE WILL BE SHARING THE PHONE NUMBER FROM WHICH THEY CALL IN WITH THE BOARD AND THE PUBLIC.

We encourage Board members and participants to join the teleconference 15 minutes early. Due to high call volumes, we ask that Board members and participants retry calling in if there is a busy signal or if you cannot successfully connect to the meeting when you call in.

Out of respect for the meeting and others in attendance via teleconference and videoconference, please adhere to the guidance below for addressing the Board of Directors for both items on the agenda and a matter that is not on the agenda.

Pursuant to the Government Code Section 54954.3 (The Brown Act), members of the public shall be afforded the opportunity to speak on any agenda item, provided they are first recognized by the presiding officer. The Board President will call for public comment on each agenda item. Those wishing to address the Board on a matter that is not on the agenda and within the jurisdictional authority of the District may do so during the Public Forum portion of the agenda. Please be aware of the following procedures for speaking during Public Forum or public comment sessions:

1. Please use the raise your hand feature when you wish to address the Board or, if participating via teleconference, dial 9* to indicate you would like to speak. The President will call upon you by addressing you by the name or phone number indicated.
2. Comments are to be directed only to the Board.
3. The Board will not entertain outbursts from the audience.
4. There is a three-minute time limit per speaker.
5. The Board is not permitted to take action on items addressed under Public Forum.
6. Disruptive conduct shall not be permitted.
7. Persistence in disruptive conduct shall be grounds for removal of that person's privilege of address.

The Board President is responsible for maintaining an orderly meeting.

1. CALL TO ORDER, ROLL CALL, AND PLEDGE OF ALLEGIANCE

2. ADOPTION OF AGENDA

3. **PUBLIC FORUM** – Any member of the public may address the Board on any matter within the jurisdictional authority of the District. Public members desiring to provide comments, must be recognized by the Board President, and speak from the podium. Comments must be directed only to the Board. The public should address the Board members during the public meetings as President, Vice President, or Director, followed by the Board member's individual last name. No disruptive conduct shall be permitted at any Board meeting. Persistence in disruptive conduct shall be grounds for summary termination, by the President, of that person's privilege of address. Comments shall be limited to three minutes per person, or such other time limit as may be imposed by the President, to enable the Board to complete its agenda within a reasonable period of time.

4. STRATEGIC PLANNING WORKSHOP – PART 1

A. Consider the Process for Developing the 2021 Strategic Plan

B. Review 2018 Strategic Plan and Performance Indicators

5. NEXT MEETING DATE AND ADJOURNMENT – The next Regular Meeting is September 14, 2021, at 2:00 P.M.

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting via teleconference, please contact Adam Coyan by telephone at 530-333-4356 or by fax at 530-333-9442. Requests must be made as early as possible and at least one-full business day before the start of the meeting. In accordance with Government Code Section 54954.2(a), this agenda was posted on the District’s bulletin board at the Georgetown Divide Public Utility District office, at 6425 Main Street, Georgetown, California, on August 18, 2021.

/s/ Adam Coyan

August 18, 2021

Adam Coyan, Interim General Manager

Date

**REPORT TO THE BOARD OF DIRECTORS
BOARD MEETING OF AUGUST 26, 2021
AGENDA ITEM NO. 4**



SUBJECT: REVIEW 2018 STRATEGIC PLAN AND APPROVE PROCESS FOR DEVELOPING THE 2021 STRATEGIC PLAN

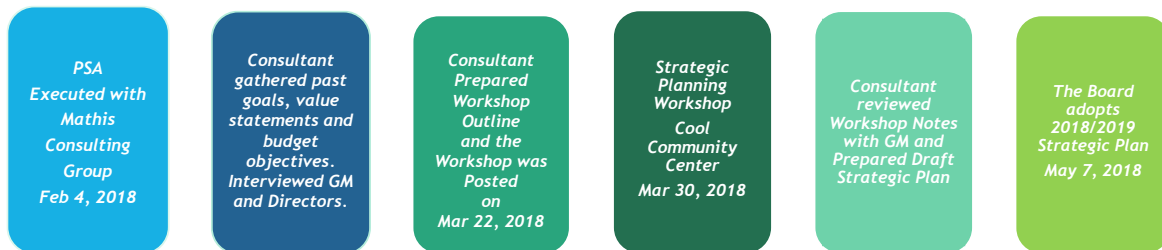
PREPARED BY: Gloria Omania, Interim Board Clerk

APPROVED BY: Adam Coyan, PE, General Manager

BACKGROUND

According to Wikipedia, “Strategic planning is an organization’s process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy.” In early 2018, the Board of Directors directed Staff to initiate a process for developing a Strategic Plan. The process began with the Board’s approval of a Professional Services Agreement with Mathis Consulting on February 4, 2018, and was completed with the adoption of 2018 Strategic Plan on May 7, 2018. The goals and objectives outlined in the plan has been used by Staff for budget and CIP planning.

2018 Strategic Planning Process



The theme of the 2018 strategic planning workshop was “Creating Stability and Looking to the Future,” and was held on Saturday, March 30, 2018, from 9:30 to 4:30 pm. Attachment 1 is the workshop outline. The strategic plan was adopted by the Board on May 7, 2018. Attachment 2 is Resolution 2018-29 and Attachment 3 is the adopted Strategic Plan outlining the goals and objectives.

DISCUSSION

The current Board directed Staff to schedule a Strategic Planning Workshop to update and develop new goals and objectives. The first step taken by Staff is to provide information about the current Strategic Plan and describe the efforts to achieve the goals and objectives outlined. The following 2021 Strategic Plan process is offered for the Board’s consideration:



FISCAL IMPACT

The adopted goals will be used by staff as a guideline for budget planning, however adopting a Strategic Plan does not commit the District to any specific purchase or expenditure. Expenses associated with implementing these goals will be reflected in a proposed budget for adoption by the Board.

CEQA ASSESSMENT

This action is not a CEQA project.

RECOMMENDED ACTION

Staff recommends the Board of Directors of the Georgetown Divide Public Utility District (GDPUD) approved the recommended process for developing the 2021 Strategic Plan and provide additional staff direction.

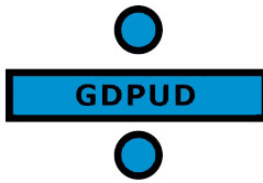
ALTERNATIVES

(a) Request substantive changes to the Resolution for staff to implement; (b) Reject the Resolution.

ATTACHMENTS

1. 2018 Strategic Planning Workshop Agenda
2. Resolution 2018-29 Adopting Goals and Objectives
3. Power Point Presentation

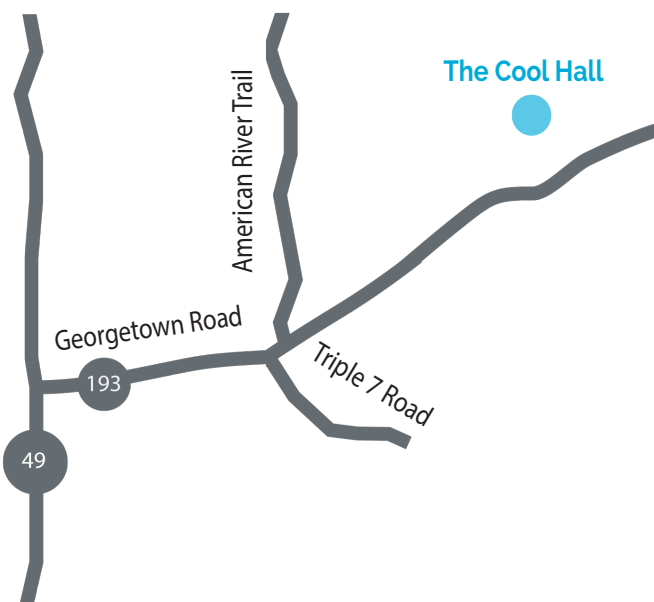
ATTACHMENT 1
2018 Strategic Planning Workshop
Agenda and Outline



Creating Stability and Looking to the Future

The Georgetown Divide Public Utility District is responsible for balancing the immediate and long-term needs of Georgetown's water system to provide reliable and high quality water.

Join us for a special meeting of the Board of Directors to discuss District infrastructure and operational capacity, goals, and priorities



Strategic Planning Session

Friday, March 30, 2018

8:30 a.m. – 4:30 p.m.

The Cool Hall

1701 CA-193

Cool, Ca 95614

AGENDA
SPECIAL MEETING
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT BOARD OF DIRECTORS
STRATEGIC PLANNING WORKSHOP
Creating Stability and Looking to the Future

FRIDAY, MARCH 30, 2018
9:00 AM – 4:30 PM

The Cool Community Hall, 1701 CA-193, Cool, CA 95614

MISSION STATEMENT

It is the purpose of the Georgetown Divide Public Utility District to:

- Provide reliable water supplies
 - Ensure high quality drinking water
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 - Provide excellent and responsive customer services through dedicated and valued staff
 - Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.
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1. CALL TO ORDER, PLEDGE OF ALLEGIANCE

2. PUBLIC FORUM – This is a Special Meeting under Government Code Section 54956. Public comment is limited to items appearing on the agenda. Under Section 54954.3, the public shall have the right to comment on any items appearing on the agenda prior to or during consideration of the item. Public comment on items not appearing on the agenda should be made at the regular meetings of the District.

3. STRATEGIC PLANNING WORKSHOP – CREATING STABILITY AND LOOKING TO THE FUTURE

The Georgetown Divide Public Utility District is responsible for balancing the immediate and long-term needs of the District's water system to provide reliable and high-quality water. This special workshop of the Board of Directors is to discuss the District's infrastructure and operational capacity and set goals and priorities. Discussion will be facilitated by Dr. Bill Mathis. There will be opportunity for public input during this item.

4. NEXT MEETING DATE AND ADJOURNMENT – Next regular meeting is April 10, 2018, at 2:00 PM, at the Georgetown Divide Public Utility District, 6425 Main Street, Georgetown, CA 95634.

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting, please contact Steve Palmer by telephone at 530-333-4356 or by fax at 530-333-9442. Requests must be made as early as possible and at least one-full business day before the start of the meeting. In accordance with Government Code Section 54954.2(a), this agenda was posted on the District's bulletin board at the Georgetown Divide Public Utility District office, at 6425 Main Street, Georgetown, California, on March 22, 2018.

Steven Palmer, PE, General Manager

Date



**GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT
BOARD OF DIRECTORS**

Creating Stability and Looking to the Future

*A Board Workshop Facilitated by Dr. Bill Mathis
Scribe, Janice Mathis, MA*

Friday, March 30, 2018 ♦ 9:00 AM to 4:30 PM

Cool Community Hall ♦ 1701 CA-193, Cool, CA 95614

Workshop Outline

Approximate

Time

- 9:00 Welcome & Introductions
- 9:15 Mission Statement
It is the purpose of the Georgetown Divide Public Utility District to:
- *Provide reliable water supplies*
 - *Ensure high quality drinking water*
 - *Promote stewardship to protect community resources, public health, and quality of life*
 - *Provide excellent and responsive customer services through dedicated and valued staff*
 - *Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.*
- 9:30 The Role of the Board of Directors – *Principals of a high performing Board*
- 10:00 Infrastructure, Operations, and Maintenance – *State of the district & setting top priorities for 2018-19*
- 11:00 Water Resources and Storage Capacity – *Supply stability*
- 12:00 Lunch Break - *No Host*
- 12:30 Board Leadership Goals and Strategies – *Customer service, regional leadership, accreditation as “District of Distinction”*
- 1:30 Staffing Capacity, Quality and Retention – *Current conditions & goals*
- 2:30 Break
- 3:00 Financial Accountability and Management – *Improvements and goals for customer outreach and transparency*
- 4:00 Next Steps/Closing

ATTACHMENT 2
Resolution 2018-29
2018 Goals and Objectives

RESOLUTION NO. 2018-29

**OF THE BOARD OF DIRECTORS OF THE
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT**

ADOPTING GOALS FOR FISCAL YEAR 2018/2019

WHEREAS, the Board of Directors of the Georgetown Divide Public Utility District (“District”) held a strategic planning workshop on March 30, 2018 with the theme of “Creating Stability and Looking to the Future;” and

WHEREAS, following the workshop, the District was provided a memo and notes from the workshop with several recommendations and goals for Fiscal Year 2018/2019 for Board consideration; and

WHEREAS, annual goal setting is an important activity in order to clarify direction for staff, and to assess progress towards achieving the District’s mission; and

WHEREAS, District staff has summarized the recommendations and goals into a list of goals and objectives for consideration and approval by the Board.

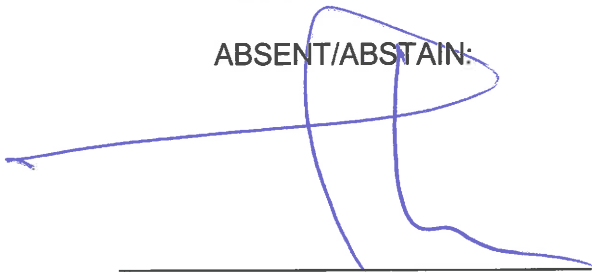
NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE GEORGETOWN PUBLIC UTILITY DISTRICT that the Board of Director Goals for Fiscal Year 2018/2019, dated May 7, 2018 are hereby approved.

PASSED AND ADOPTED on this 7th day of May 2018, by the following vote:

AYES:

NOES:

ABSENT/ABSTAIN:



Londres Uso, President
Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

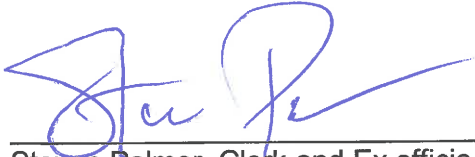
ATTEST:



Steven Palmer, Clerk and Ex officio
Secretary, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

CERTIFICATION

I hereby certify that the foregoing is a full, true and correct copy of Resolution 2018-29, duly and regularly adopted by the Board of Directors of the Georgetown Divide Public Utility District, County of El Dorado, State of California, on the 7th day of May 2018.



Steven Palmer, Clerk and Ex officio
Secretary, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT



BOARD OF DIRECTOR GOALS FOR FISCAL YEAR 2018/2019 GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

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Goal A: Improve Transparency and Communications

Objective A-1 Improve website

Objective A-2 Engage an expert to develop an annual communication strategy that would consider tours, newsletters, social media, bill inserts, etc.

Objective A-3 Effectively engage the Finance Committee

Objective A-4 Improve information technology business systems. Specifically accounting, billing, and records management software.

Objective A-5* *Conduct public workshops to review the irrigation ordinance

Goal B: Address Immediate Infrastructure Needs and Begin Long Term Planning

Objective B-1 Repair/replace a few key facilities that are prone to failure

Objective B-2 Begin development of comprehensive asset management plan

Objective B-3 Protect water rights

Objective B-4 Update emergency response plans & ensure disaster preparedness

Objective B-5 Hire full time engineer to manage projects

Objective B-6 Replace aging equipment

Goal C: Develop and Retain Employees

Objective C-1 Encourage and support training that furthers the District's mission

Objective C-2 Recognize employees that demonstrate exemplary service

Goal D: Plan for Changes in Staff and in Board Composition

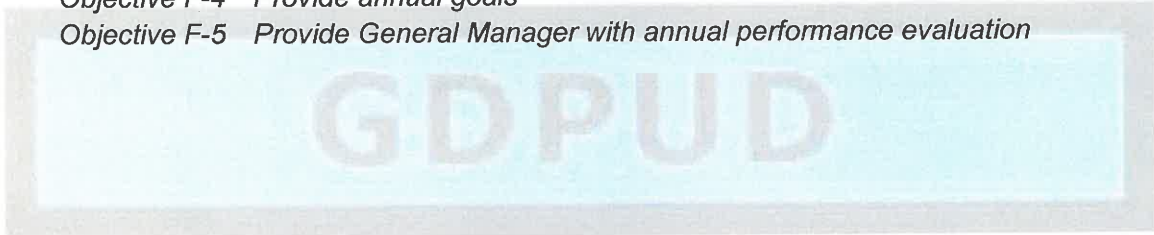
- Objective D-1 Improve information technology business systems. Specifically accounting, billing, and records management software.*
- Objective D-2 Document daily routines for all employees*
- Objective D-3 Ensure Board receives adequate training and education to allow them to be effective policymakers.*
- Objective D-4 Update and adopt Board policies*
- Objective D-5 Evaluate installing GPS locators on vehicles to improve fleet management, maintenance, and employee safety*
- Objective D-6 Hire full time engineer to manage projects and enhance staff succession planning*

Goal E: *Continue to Review District Fees and Charges

- *Objective E-1* Review and update wastewater rates and user fees**

Goal F: Board Leadership

- Objective F-1 Pursue certification as a District of Distinction from the Special District Leadership Foundation*
- Objective F-2 Update and adopt Board policies*
- Objective F-3 Request staff to deliver three innovative projects per year*
- Objective F-4 Provide annual goals*
- Objective F-5 Provide General Manager with annual performance evaluation*



ATTACHMENT 3

Strategic Planning Workshop – Part 1

Power Point Slides

Georgetown Divide Public Utility District Strategic Planning Workshop - Part 1



August 26, 2021



GDPUD MISSION STATEMENT:

It is the purpose of the Georgetown Divide Public Utility District to:

- ❖ Provide Reliable water supplies.
- ❖ Ensure high quality drinking water.
- ❖ Promote stewardship to protect community resources, public health, and quality of life.
- ❖ Provide excellent and responsive customer services through dedicated and valued staff.
- ❖ Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.



What is Strategic Planning?

Strategic planning is an organization's process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy.

--Wikipedia



2018 Strategic Planning Process

PSA
Executed with
Mathis
Consulting
Group
Feb 4, 2018

Consultant
gathered past
goals, value
statements and
budget
objectives.
Interviewed GM
and Directors.

Consultant
Prepared
Workshop
Outline
and the
Workshop
was
Posted on
Mar 22, 2018

Strategic
Planning
Workshop
Cool
Community
Center
Mar 30, 2018

Consultant
reviewed
Workshop Notes
with GM and
Prepared Draft
Strategic Plan
for Board
consideration.

The Board
adopted
2018/2019
Strategic Plan
May 7, 2018



Recommended 2021 Strategic Planning Process

*Consider
Recommended
Process for
Developing
2021 Strategic
Plan
Aug 26, 2021*

*Receive
Staff Briefing
on
2018 Strategic
Plan and
Performance
Indicators
Aug 26, 2021*

*Conduct
Director and
Staff
Interviews,
Issue Public
Notification,
and Conduct
Public Survey*

*Staff sort
information
from interviews
and survey and
prepares
Workshop
Outline*

*Schedule
Strategic
Planning
Workshop
During the Week
of Sep 27, 2021*

*The Board
considers
adoption of
2021 Strategic
Plan
Oct 12, 2021*



**READY,
SET ...
GOALS!**



A REVIEW OF THE 2018 STRATEGIC PLAN AND EFFORTS TO ACHIEVE GOALS AND OBJECTIVES



2018 STRATEGIC PLAN GOALS

GOAL A	Improve Transparency and Communications
GOAL B	Address Immediate Infrastructure Needs and Begin Long Term Planning
GOAL C	Develop and Retain Employees
GOAL D	Plan for Changes in Staff and in Board Composition
GOAL E	Continue to review District Fees and Charges
GOAL F	Board Leadership

How did we do



GOAL A: IMPROVE TRANSPARENCY AND COMMUNICATION

Objective A-1 Improve website.

- *Website re-designed by Streamline.*
- *Requires regular updating.*
- *Pursuing the re-establishment of District's Facebook page.*

Objective A-2 Engage an expert to develop an annual communication strategy that would consider tours, newsletters, social media, bill inserts, etc.

- *A consultant was identified in 2019 to develop an annual communication strategy. The next step is to identify the parts of their proposal to include in a Professional Services Agreement.*
- *The District has issued newsletters, mailed informational post cards and inserted information in bills to customers.*

Objective A-3 Effectively engage the Finance Committee.

- *Finance Committee roles and responsibilities are currently being updated.*
- *New members have been recruited and appointed.*



Objective A-4

Improve information technology business systems; specifically accounting, billing, and records management software.

- *Antiquated MOMS Software replaced with Tyler accounting system. The conversion still in process, including the authentication of data and installing portals for the public and Directors.*
- *Installed Granicus meetings management software.*

Objective A-5

Conduct public workshops to review Irrigation Ordinance.

- *A Workshop was conducted in March of 2018.*
- *A staff briefing was presented in March 2021.*
- *Staff currently working on amendments to Ordinance.*
- *Board considering establishing an Irrigation Committee.*
- *Schedule the introduction of amended ordinance or new ordinance for a Board meeting.*



GOAL B: ADDRESS IMMEDIATE INFRASTRUCTURE NEEDS AND BEGIN LONG-TERM PLANNING

Objective B-1 | Repair/replace a few key facilities that are prone to failure.

- *Replaced Auburn Lake Trails Water Treatment with new plant, Sweet Water Treatment Plant.*
- *Installed Reservoir and Stream Gaging associated with District diversions and storage.*
- *Completed Office and Corporation Yard Roof Repair Project.*
- *Completed several tank recoating projects and implemented an annual recoating schedule. There are additional tank recoating projects to be done.*
- *Completed District Office Parking Lot Rehabilitation Project.*
- *Installed a backup generator at District Office.*
- *Installation of backup generator at Walton Water Treatment Plant expected to be complete by October 2021.*
- *Demolishing the old Alt Treatment Plant*
- *Completed the Rebuilt Filter #3 at the Walton Lake Treatment Plant.*
- *Completed CABY Grant Canal Lining Project*
- *Completed Treated Water Line Replacement*
- *Treated water line replacements most at ALT*
- *Completed Main Canal Reliability Project*
- *Completed Canal Lining Project (gunnited portions of main distribution and irrigation ditches)*
- *Renovated lobby of the District Office to address security issues.*
- *Replaced aging pump stations.*



Objective B-2 • Begin development of comprehensive asset management plan.

- *Budgeted \$80,000 in the CIP for an Asset Management Program*

Objective B-3 Protect water rights.

- *Working with the El Dorado Water Agency.*

Objective B-4 Update emergency response plans and ensure disaster preparedness.

- *Updated the Injury/Illness Prevention Plan.*

Objective B-5 Replace aging equipment.

- Automated Meter Replacement Project (SRF Loan/Grant)
- Filter Replacement at Walton TP



GOAL C: DEVELOP AND RETAIN EMPLOYEES

Objective C-1 Encourage and support training that furthers the District's mission.

- Training required by law for the Board and Staff is tracked and facilitated.
- The Board and employees are enrolled with Target Solutions for online training through ACWA/JPIA.
- Training opportunities are routinely shared with supervisors to encourage staff to take training opportunities for licensing/certification requirements.
- Training opportunities include customer relations,

Objective C-2 Recognize employees that demonstrate exemplary service.

- Certificates of Recognition of outstanding service are presented to staff retiring.
- Employee Incentive Program for safety and outstanding performance is being considered.



GOAL D: PLAN FOR CHANGES IN STAFF AND IN BOARD COMPOSITION

Objective D-1

Improve information technology business systems, specifically accounting, billing, and records management software.

Conversion to Tyler accounting system in process.

Objective D-2

Document daily routines for all employees.

- *Converted payroll to ADP in 2019 to allow employees to electronically record their hours and allocate hours worked by department.*
- *Updating job descriptions.*

Objective D-3

Ensure Board receives adequate training and education to allow them to be effective policymakers.

- *Directors have participated in the Special District Leadership Academy Conferences and attended conferences, including ACWA and CSDA-sponsored conferences and workshops.*
- *Directors completed required Ethics and Sexual Harassment training.*
- *Directors receive orientation on being a Board Member and training on the Brown Act.*
- *Tours of District facilities have been arranged for Board and Finance Committee members.*



Objective D-4 Update and adopt Board policies.

- *Established an ad hoc committee to work on District policies.*
- *Updated or created District policies on Rules of Order for Conduct, Duties of the President, Development of Board Agenda, Procurement Policy, Position on Legislation, Social Media*

Objective D-5 Evaluate installing GPS locators on vehicles to improve fleet management, maintenance, and employee safety.

This has not been evaluated.

Objective D-6 Hire full time engineer to manage projects and enhance staff succession planning.

- *No full-time engineer has been hired.*
- *Executed PSA Coastland Consulting Engineers for engineering services.*



GOAL F: BOARD LEADERSHIP

Objective F-1 Pursue certification as a District of Distinction from the Special District Leadership Foundation

- *Received ACWA 2019 Outreach Recognition Award.*
- *Still going through the checklist for a CSDA District of Distinction Award.*

Objective F-2 Update and adopt Board Policies.

Plases see Objective D-4.

Objective F-3 Request staff to deliver three innovative projects per year.

This has not been initiated.

Objective F-4 Provide annual goals.

Outside of budget planning process, the District has not done annual goals.

Objective F-5 Provide General Manager with annual performance evaluation.

Established six-month evaluation and then annual in October.





- Director Interviews
- Staff Interviews
- Public Outreach
- Public Survey
- Sort Interview and Survey Information
- Prepare Workshop Outline
- Strategic Planning Workshop – Part 2
- Adoption of 2021 Strategic Plan

Let's Do This!

