



Sun Valley G.I.D. Board Meeting Minutes of June 13, 2013

Board Members Present:

Sandra Ainsworth	Chairperson
Garth Elliott	Vice Chair
Margaret Reinhardt	Secretary
Joseph Barstow	Treasurer
Susan Severt	Trustee

Board Members Not Present:

Staff Present:

Darrin Price	SVGID, General Manager
Mike Ariztia	SVGID, Public Works Director
Erin Dowling	SVGID, Customer Service Supervisor
Maddy Shipman	SVGID, Legal
Jennifer Merritt	SVGID, Staff
Muriel Gaynor	SVGID, Staff

Others Present:

Warren Brighton	Audience
Mr. & Mrs. Cobeen	Audience
Jerry Hamilton	Audience
Brenda Hess	Audience
Vicky Maltman	Audience
Chris Melton	Audience
Karen Pickens	Audience
Damon Poelstra	Audience
Glenda Walls	Audience
Ron Winward	Audience
Leanna Hale	Community Service Agency
Fred Hillerby	Kaempfer Crowell Nevada Law Firm
Christi Cakiroglu	Keep Truckee Meadows Beautiful
Stacy Norbeck	Pool / Pact
Barry Bouchard	NorthValleys.org

The meeting of the Sun Valley GID was called to order by Chairperson Sandra Ainsworth at 5:30 p.m. in the Sun Valley District Administrative Building, 5000 Sun Valley Blvd, Sun Valley, NV.

Item#1. Roll call and determination of a quorum.

Board members present; Joseph Barstow, Garth Elliott, Sandra Ainsworth, Margaret Reinhardt, Susan Severt. A quorum was present.

Item#2. Pledge of Allegiance.

Led by Darrin Price

Item#3. Motion to approve agenda.

Margaret Reinhardt made a motion to approve the agenda. Susan Severt seconded the motion. The motion carried unanimously.

Item#4. Certify posting of agenda.

Jennifer Merritt certified posting of agenda.

Item#5. Public comments for items not on the agenda.

Warren Brighton Chairman of the Sun Valley Citizens Advisory Board (CAB) reported Washoe County is reactivating nine of the CAB's. He suggested a recruitment drive to get as many citizens as possible to volunteer for the Sun Valley CAB.

Item#6. Workshop by Stacy Norbeck with Pool/Pact regarding the evaluation process for the District Manager.

Stacy Norbeck, Senior Professional in Human Resources with Pool/ gave a brief workshop regarding the evaluation process for the District General Manager. (Presentation attached)

Garth Elliott stated he has concerns regarding some of the categories on the General Manager's evaluation form without a mechanism in place to receive any kind of feedback. It is difficult to evaluate the General Manager on their interactions and personal behavior with customers, public members, and co-workers without having input from them. It is also difficult to evaluate the General Manager regarding his/her evaluations of co-workers when the Board does not get to see all of the evaluations.

Stacy suggested a monitoring system to monitor the General Manager's time similar to a time sheet. She believes no news is good news when it relates to how the General Manager conducts him/herself. If the Board is questioning things that they are not seeing, she suggested a 360° evaluation to allow for input from employees.

Garth responded he likes input from others regarding the General Manager's performance and has always been in favor of a 360° evaluation, but prior Boards have been against it.

Mike Ariztia stated the Board can always take the opportunity to have discussions with employees to see how things are going at the District. Many of the board members attend other meetings and have seen the General Manager doing his job and interacting with other public officials. He thinks at that point a board member can tell how the General Manager is doing, how he is being received or presenting himself. The Board can always take notes throughout the year to reflect back on to assist them with preparing the General Manager's evaluation.

Stacy stated board members can take notes throughout the year to assist with the evaluation process. The notes need to be maintained in a supervisory file that the General Manager is aware of and it cannot be considered a secret file.

Mike stated board members should always record negatives with positives as Stacy mentioned in her presentation. If a board member was only taking positive notes then the General Manager would receive only a positive evaluation, same goes for if a board member was only taking negative notes, the General Manager would receive a negative evaluation. Board members should be impartial and record the total of the General Manager's performance.

Audience member Warren Brighton commented if any trustee who believes the General Manager's job is only twice a month at a board meeting, that is not what the trustees were elected for.

The Board thanked Stacy for her presentation.

Item#7. Trustee/Manager's announcements, request for information, and statements relating to items not on the agenda.

Darrin Price announced June 15, 2013 is a Free Swim Day at the Sun Valley Pool sponsored by the Fink Family in honor of their father.

Sandra Ainsworth commented the Dive In To Summer event was a great success and recognized all the employees for their hard work.

Joseph Barstow thanked the District for the movie in the park. It was very well attended and he knows that families from other communities came to watch the movie.

Garth Elliott commented on the Community Garden and was happy to see the Boys and Girls Club efforts are paying off this year and actually growing produce. He also commented the Dollar General is a great addition to the community.

Susan Severt commented on Tuesday the Washoe County Commissioners appointed her to be a committee member for the Blue Ribbon Committee for both the Truckee Meadows Fire Protection District and the Sierra Fire Protection District; she will be representing Sun Valley.

Item#8. Discussion and motion as to payables and customer refunds for June 13, 2013.

Treasurer Joseph Barstow gave a brief report of the accounts payable and customer refunds for June 13, 2013.

Joseph Barstow made a motion to approve the accounts payable for June 13, 2013 in the total amount of \$304,589.49 with discussion. Susan Severt seconded the motion.

During discussion audience member Vicky Maltman inquired how customer refunds are paid and why a majority of them are paid by the District's Sewer Fund.

Darrin Price responded the District collects a deposit on accounts where the person is not the actual property owner. The deposit is held for three years prior to it being refunded towards the customer's account if they have good credit or if there is a request to disconnect service. When a customer request's to disconnect service, the District applies the deposit towards the water account first then applies the balance of the refund towards the sewer account. This is done because the District cannot shut off sewer service, but can shut off water service.

After further discussion the motion carried unanimously.

Joseph Barstow made a motion to approve the customer refunds for June 13, 2013 in the amount of \$1,631.05 with discussion. Sandra Ainsworth seconded the motion. The motion carried unanimously.

Item#9. Discussion and motion to approve minutes of May 16, 2013 and May 23, 2013.

Susan Severt made a motion to approve the minutes of May 16, 2013. Joseph Barstow seconded the motion.

During discussion Garth Elliott commented he was taken aback by the increase of \$10,000 to the District's budget.

Audience member Vicky Maltman commented she does not recall the Chairperson calling for discussion as presented in the minutes on page three.

The motion carried by the following;

Yea: Joseph Barstow, Sandra Ainsworth, Susan Severt, Margaret Reinhardt with reservation (could not review tape)

Abstain: Garth Elliott (absent)

Susan Severt made a motion to approve the minutes of May 23, 2013.

Discussion ensued with Margaret Reinhardt and Garth Elliott regarding accuracy of agenda items 9, 13, and 14. After discussion Susan withdrew her motion.

Susan Severt made a motion to table approval of minutes for May 23, 2013 until next meeting. Sandra Ainsworth seconded the meeting. The motion carried unanimously.

Item#10. Update by Christi Cakiroglu with Keep Truckee Meadows Beautiful regarding Great Clean-Up and other clean-up opportunities.

Christi Cakiroglu with Keep Truckee Meadows Beautiful gave a brief update regarding the annual Great Clean-Up. She provided a copy of last year's litter index for informational purposes. The index will show what Keep Truckee Meadows Beautiful does throughout the community and its clean-up successes. During the recent clean-up there were a total of 400 tires collected and she is aware of 100 more that were not collected. Most of the tires that were dumped were not by a resident, the tires that were dumped were by a commercial business. She really wants to focus on the prevention of illegal dumping and get Washoe County Sheriff's support and increase patrolling, get more residents familiar with the 329-DUMP hotline to report illegal dumping, and continue to bring awareness to the public that illegal dumping is an issue around all the communities. She thanked the District for all their support with clean-ups and assisting with finding targeted areas.

Christi stated she is still working on getting an adopt-a-park program started and she would like for the Sun Valley Parks to be a part of that program. This would be a great opportunity for organizations to work together and be recognized for their efforts. She also commented that she listened to Garth Elliott's request to try and incorporate graffiti removal as part of the Keep Truckee Meadows Beautiful program and she is working with a local company who has put together a graffiti removal kit for her to try. She hopes that this pilot program is a success and engages the Sun Valley residents to help keep their community clean.

Garth Elliott commented he hopes the District's recycling program helped with the reduction of metal being dumped in the open space. He inquired how come in prior years metal was not tracked like trash was.

Christi responded in prior years tracking of metal was not done well. During clean up days items are picked up and put in a trash bag or placed in a dumpster all together and it is never separated. At this time the items that are being separated during the clean-ups are tires and hazardous material.

Garth commented he agrees the Sheriff's need to increase their enforcement regarding illegal dumping. He witnessed someone dumping illegally around his area and called 911 to report it, and the Sheriff's were not responsive at all.

Christi responded that she is working with the Sheriff's dispatch regarding this issue because some people still call 911 to report illegal dumping when they should be calling 329-DUMP. She hopes that if someone still calls 911 that the dispatcher can transfer the call or provide the caller with the correct number to report the activity.

Mike Ariztia commented he went on a tour with Christi from KTMB and a representative from BLM to show them and identify clean-up sites for the Sun Valley area. During that tour they visited prior dump sites and some of them are still clean and others have minimal dumping. He has also noticed when the price of scrap metal became attractive it literally reduced the amount of abandoned cars and other metals being dumped in our community. He thinks the efforts between KTMB and the Sheriff's department has reduced the amount of illegal dumping.

Sandra Ainsworth commented she thinks that if the tire industry implemented a tire deposit program, there would be less dumping of tires in the open space. However, the commercial businesses should not turn around and dump them in our area.

There were no public comments.

After further discussion Christi thanked the Board for allowing her to give a presentation and reminded everyone to call 329-DUMP to report illegal dumping.

Item#11. Legislation update by Fred Hillerby.

Fred Hillerby, District lobbyist with Kaempfer Crowell Nevada Law Firm gave a brief legislative update. He stated the 2013 legislation originally ended on June 3, 2013 then Governor Sandoval called a special session to commence on June 4, 2013 to hear five bills. He was a little disappointed with this year's session because it was not as organized as years passed. He thinks some of it had to do with the lack of experience from leadership and with a lot new members this session. He thought Senator Debbie Smith did a really good job and stood out this session. This year's session does not offer any big changes to any of the people; there are no new taxes, there was a small increase for funding for education, and a gun controlled bill originally passed then later was vetoed by Governor Sandoval because he thought it infringed on personal fire arms. There was also a bill regarding the dispensing of marijuana that was passed. Fred reported he tracked 16 bills for the District, majority of them related to Public Records and Open Meeting Law. Notable bills are AB65 provisions regarding Proxy's. The provision now requires a member of a board to announce during a meeting who will be filling in for them as their PROXY when they are absent from a meeting. This bill does not affect the District because the use of PROXY's is not written into the District's By-Laws. SB74 regarding charging for public records. It allows for an entity to charge for certain records at cost only, but cannot charge for copies of minutes or meeting tapes. Since the District doesn't charge for any of these items already it is no significant change. AB381 is still being determined by the Supreme Court what public records can also be served as a confidential record.

Additional discussion took place between Fred Hillerby, Garth Elliott, Maddy Shipman, and Vicky Maltman regarding the medical use of marijuana.

Susan Severt commented she followed the legislative session and agreed with Fred regarding this year session, there was a lack of direction with both Assembly and Senate. She has hope for the next legislative session now that some of the new members have some experience. She believes there are still a few members that will be affected by term limits.

Fred responded at this time there will be only three legislators' termed out and won't see as much turn over because of term limits. He thinks that the next session will be a much smoother session with everyone now having experience.

The Board thanked Fred Hillerby for his report.

Item#12. Update by Leanna Hale with Community Services Agency regarding the Sun Valley Head Start Program.

Darrin Price reported the District currently has a Lease Agreement with Community Services Agency for the use of space at the Neighborhood Center for their Head Start program. Per the agreement they are not charged for rent, but they are charged a portion of utilities that currently averages around \$60 dollars a month. The District was recently notified by CSA that they plan on cancelling the Head Start program in Sun Valley due to federal budget cuts and will no longer be leasing space from the District. Darrin provided a copy of the letter from CSA and a copy of the other Head Start locations in the area.

Leanna Hale, Head Start Director with Community Services reported due to Federal Sequestration, there have been budget cuts to the Head Start program. There was a Federal Sequestration of 5.26% implementation to all Head Start programs. This would mean that CSA would have to lower the Head Start enrollment numbers and close some of the Head Start sites. The Sun Valley site is one of the sites that will be closing for the upcoming 2013-2014 school year. It was a difficult decision to make and hopes that in the future they are able to reopen the Sun Valley site again.

Sandra Ainsworth inquired how the Sun Valley site was chosen.

Leanna responded they were required by the office of Head Start to utilize their community investment and determine where the highest need of the Head Start program is. There are a number of things they look at when making that determination.

Sandra inquired if the Sun Valley area doesn't have as great of need as other areas. She also inquired if the decision was based on some of the local elementary schools already offering a similar program.

Leanna responded they looked at enrollment numbers and wait list. Sun Valley is not one of the locations that has a high wait list. She reported that the only Head Start programs that is offered in the Washoe County School District is the Tribal Head Start and at UNR an Early Head Start program. All of the other programs that are offered at the elementary schools are Pre-K programs. The Pre-K programs have not been affected at the federal level and they are expecting to expand these programs through the department of education.

Susan Severt stated since the Sun Valley site is closing and Head Start has to reduce its student enrollment at other sites, does that mean that none of the Sun Valley students can go to the other sites because of the current high wait list for the other sites.

Leanna responded that once a child is accepted into the Head Start program they are automatically eligible. Some of their students are entering kindergarten and some are eligible to return. The Sun Valley families that are returning can choose whatever site they would like to go to, they are not on a wait list. Over 50% of the Head Start students are entering into kindergarten. Sun Valley families will not lose out on this service; it just won't be located in Sun Valley any longer.

Darrin Price inquired about transportation.

Leanna reported they currently do not provide transportation to any of their sites, parents are required to get their children to and from school. Out of the returning Sun Valley families there is only 1 family that does not have transportation and the remainder of the families do have transportation.

Sandra inquired what site would be the closest site for a Sun Valley family.

Leanna responded there are three sites that are nearby and those are the Sutro Center location, Bernice Mathews Elementary School and the Agnes Risley Elementary School location. She reported that she would love to reopen the Sun Valley site if they get funding again. It is not the cost of being in Sun Valley; the biggest expense was the cost for staffing, teachers, teacher assistants, and the family engagement specialist which was the biggest cost to the program.

Additional discussion took place between Sandra Ainsworth, Susan Severt, Darrin Price and Leanna Hale regarding the closure of Head Start sites.

Audience member Brenda Hess commended the Sun Valley Head Start staff; they have done an amazing job transitioning the families. She has concerns regarding the upkeep of the Sun Valley Community Park. The Head Start staff made sure the playground near the pool was kept clean and removed all debris to provide a clean environment for the kids. It is very sad to see them go.

Item#13. Discussion to consider revising health insurance coverage for dependents of employees with possible motion revising District's Personnel Manual, Section 6.8 Health Insurance Coverage.

Darrin Price commented the report the Board received in their packets is not correct and provided a revised report that shows the correct figures. He provided a graph showing, for comparison purposes, a history of what the District has spent in the last six years for health insurance. The average increase for health insurance has been an increase of 3.3% for the last six years. In June of 2011 the Board evaluated benefit costs including dependent coverage. There was a change in coverage that was approved that included a reduction on the overall budget cost. There was also an increase cost to the employees; insurance coverage went from a 90/10 to an 80/20 paid by the employees with significantly higher deductibles also paid by the employees. Darrin explained that the health insurance is paid from both the water and sewer funds. Based on the audits for the last six years there has been a decrease in overall expenses in both the water and sewer funds. Staff is looking for ways to save the District money and coming up with ways to improve efficiencies; these savings are a direct reflection on what the staff has done.

Garth Elliott inquired what the total increase was in the 2013/2014 fiscal budget compared to the current 2012/2013 budget.

Darrin responded he did not bring the approved budget with him so he does not know what the overall increase to the budget is. There was a slight increase to the budget based on some of the increases from NV Energy and increase to facility insurance all of which are pass through costs.

Mike Ariztia reported if the Board looks at past budgets that were approved, historically the District has come under budget. Staff has always done the best to save the District money and just because the money is there to use doesn't always mean that it gets spent. He hopes that this Board and past Boards recognize that when they look back at budgets.

Audience member Vicky Maltman commented having worked for city entities, government and federal government she never had her dependents insurance paid for. Washoe County School District does not pay for dependents; at least not for bus drivers and other people she knows who work for the school district. She has no objection for District employees' health benefits being paid for 100%. Employees' may get better insurance for their families with lower deductibles if they choose to go find a plan on their own. She stated she lives on a fixed income and has to pay over \$100 dollars every month for insurance through Medicare. Medicare does not pay 100%, she is fortunate that her husband who retired with the military, is able to provide Tricare for life with her being on Medicare, it is an offset in that prospective. She still feels the District employees work for the District customers, if everyone was to shut off their water there wouldn't be a G.I.D., there wouldn't be any jobs. The employees' dependents do not work for the District customers. She would not have an objection taking that extra money and giving the employees' better insurance. She does object paying 100% for dependents.

Garth Elliott stated he realized at the last meeting by applying a reduction in benefits to new hires it would take 20 years to accomplish any savings. He would like to get it on the public record to the District rate payers how each one of the Trustees' felt about the subject. He spoke with JOIN through the State of Nevada, the State two years ago made sweeping changes regarding insurance and Washoe County has made some sweeping changes in the last 18 months. He does not have a problem paying 100% for the District employees' insurance and wished his employer did that. He agrees with what Ms. Maltman said and what the people who elected him have said, they have a problem with paying for 100% for employees and dependents. He thinks it is time to look at it realistically and see if the District can continue to afford that luxury. It is time to look at what has happened with the Sun Valley community and look at cost savings that can be passed onto the District customer. Garth stated he has no problem covering the employees' health insurance 100% and have the employees' pay a portion of their dependents health insurance.

Audience member Glenda Walls commented she has lived in Sun Valley for 41 years as a single mother of three and now as a senior. It has never hindered her lifestyle paying for District employees' and their families' health insurance. In the past and some present board members, have always passed this decision regarding employees' health coverage. She stated she has a daughter that works for the District and her decision has nothing to do with her daughter. She does not feel that there has ever been a problem with paying for health coverage for District employees'.

Audience member Jerry Hamilton commented he is an employee with the District. He stated the benefits that the employees' receive are something that was offered to the employees' at the time

of employment. It is something the employees' considered as part of the total compensation package before accepting the job. The District's wages are not the best in the industry; it is the benefit that might have swayed some of the decisions to accept the position. When an employee is hired, the employees accepted the obligation to give their best to the residents of Sun Valley. In return the employees expects what was offered to them. The employees haven't renegotiated on their part and don't expect the District to renegotiate on its part. The employees' have worked through years with no adjustment to pay while the CPI increased, that is effectively working for less each year. Please don't add insult to injury by further cutting employees' compensation.

Joseph Barstow inquired if during the approval of the budget did the District raise anything to cover what the District is already doing.

Darrin responded the District's budgets are balanced with exception of the Parks and Recreation Fund. During the budget workshops and hearing staff recommended no rate increases for the second year in a row. He also stated that during the recent comparison of other approved entities, six out of the eight entities currently offer full health coverage.

Joseph Barstow commented in something he had heard that the District just hires an employee. The District does not hire just an employee, the employee affects the District. If an employee has to worry about a family member and worry how they are going to care for their health wise or anything else, it will affect their work for the District. If the District can help the employee by helping their family, he does not see nothing wrong with it.

Margaret Reinhardt stated she is on the District Board because she represents the rate payer. She doesn't think there is anything wrong with scaling back the District's expenses when the income of the rate payers were scaled back. She also would like to point out, that in 2010 when the District health coverage cost went down, that was because of a former District HR representative shopped for insurance to help reduce the insurance cost. Today's insurance costs are not in line and the District should be thinking of ways to save the rate payers money. She thinks there is nothing wrong with everyone having to suck it up besides the rate payers.

Joseph Barstow thought part of the discussion was to look at new hires and consider changing their health benefit coverage.

Both Margaret Reinhardt and Garth Elliott commented that was discussed at a prior board meeting and there was no one interested in seconding the motion.

Susan Severt commented she has been considering the request and her first question is; what is the reasoning why the Board would take the money away and the obvious answer is to save money. She is a little offended by the sweeping changes comments by other governmental agencies. The sweeping changes were made because they couldn't balance their budgets. Because those agencies couldn't balance their budget it forced them to go to the employees through labor unions and associations to negotiate cuts, to save employees. If they were able to balance their budget she does not think they would not have made those changes. She would like to know if those changes were implemented at the District, how that would affect the rate payers. She likes to look at a work-life balance issue. If the Board takes away benefits, the Board is going to take away moral, which always happens. She believes the other thing that will happen is as soon as the economy recovers, immediately employees will start looking for jobs. She has heard many a times at the District Board meetings, that some of the Trustees think it is fine if an employee leaves because the District will just hire somebody else. As a rate payer, Susan doesn't

want just somebody, she wants the best. She truly believes that this is one of the best business ran companies in the community and believes that the District has some of the best employees. She wants to make sure that the children in the elementary schools get clean water and providing clean water is a very specialized thing. The District can replace employees all the time, but she wonders if that would fracture the staff of the District. She does not think that this issue is a fiscal issue; she believes this issue is political grandstanding. On record she is not in favor of this agenda item, she was all in favor of looking at the entire package for future employees. She is not in favor of taking away benefits for current employees.

Margaret Reinhardt commented that Washoe County implemented cuts in their budget, not because they couldn't balance their budget, they couldn't balance it because their tax base went down and no longer had money coming in to pay for the overload.

Garth commented he gets a notice every year that his insurance is increasing. He stated the Truckee Meadows Water Authority went four years without giving raises and recently they were able to give a 2% raise. He also stated he was elected, not appointed by two commissioners; he owes the people that elected him to keep a balance between the employees and the rate payers. He thinks the District is a little off balance and it is time to become balanced again.

Susan inquired with Darrin if he received anything regarding the 2014 Affordable Care Act listing some of the changes. There are potentially many changes that can be made next year.

Darrin responded he has received some information on the 2014 Affordable Care Act and there are seminars and workshops being offered to go over the program. One of the changes is related to pre-existing health conditions. He thinks that the Affordable Care Act is partially why insurances are raising rates this year in preparation of the Act. Once the Act is implemented there will only be two questions on the health questionnaire form and they are; Do you smoke and how old are you. Darrin stated that in 2010 where it shows as savings in health insurance cost that was by changing who we go through for health insurance. The District dropped out of an insurance pool and dealt directly with the same insurance company. At that time staff did warn the Board that like most companies they bait you in and then slowly increase their rates year after year. The District enjoyed the savings for the past several years; a portion of the increases is because of the changes with the Affordable Care Act.

Garth Elliott made a motion to continue covering the District employees' health insurance at 100% and cover spouses and families at 75%. Margaret Reinhardt seconded the motion. The motion failed by the following;

Yea: Garth Elliott, Margaret Reinhardt

Nay: Joseph Barstow, Sandra Ainsworth, Susan Severt

Item#14. Presentation and discussion regarding billing and payment process; with possible direction to staff.

Erin Dowling stated that Mr. Elliott made a request for an explanation of how much time District customers are given to pay their bill. She invited the Billing representative, Muriel Gaynor to give her presentation that she gave last year to the new Board for informational purposes.

Muriel Gaynor gave a brief presentation regarding the District's procedure for reading meters, billing, past due notices, disconnects. The District reads a meter the following day a bill is generated and mailed to the customer. The bills are due 20 days from the date of mailing. Since the District does not offer a grace period, a late notice is generated and mailed the day after the

due date with a 5% past due fee, giving the customer a 10 day window to pay their bill before being disconnected for non-payment. The customer is actually notified a third time, giving them a 48 hour notice, with the new bill (next month's bill) stating past due amount and a must pay by date to avoid disconnect. If payment is not received by 5 pm the night of the "Must Pay By Date" then the customer is disconnected the following day. She stated this process repeats itself every month for all billing cycles.

Erin inquired with Garth if he was looking for more specific information or was he only looking to see how much time a customer is given to pay their bill. Erin continued on with special payment arrangements. A customer can call and request a payment arrangement at any time. A payment arrangement means when a customer cannot pay their bill prior to its original due date or the "Must Pay By Date". If the request is past the "Must Pay By Date" then the customer is transferred to Erin the Customer Service Supervisor, and is handled on a case-by-case basis. She takes in consideration several factors to determine whether or not she will approve a customer's request. She looks at who is making the request, only the customers whose name appears on the account may make a request for a payment arrangement (whether it's the landowners or tenant). She takes in consideration the reasoning why the customer cannot make a payment. She also evaluates the customer's payment history, how often they make special arrangements, how often they honor or dishonor their arrangements. She commented when considering a special payment arrangement, she works a little more with the landowner versus a tenant because the District can lien the property and also because the District tries to help protect the landowner.

Darrin Price responded to Erin's comment, the Board has always stressed that the District needs to try and protect landowners. The District has seen on numerous occasion a landowner upset because their tenant left the water on before leaving the premises creating a high water bill left for the landowner to pay.

Mike Ariztia reported the District bills a month behind. By the time a special payment arrangement has been made, any outstanding balance is already going into the new month. If a customer still doesn't pay by their schedule disconnect date then the customers outstanding balance has become two months of usage. If a customer chooses to skip town and leave the outstanding balance, chances are the deposit will not cover the full two months of usage, then the landowner will be responsible for paying any unpaid portion.

Erin continued and reported that when she works with customers and listens to them as to why they might be struggling to make their payment, depending on the customer she is able to inform them about the subsidy programs the District has to offer. She also informs them about the Family Resource Center, and the Food Pantry for additional assistance. Erin thanked Muriel for taking her time to prepare this information and for her presentation.

Garth Elliott wanted to make sure that a customer has two weeks to pay a bill before they are scheduled for disconnect, unless they have requested and approved for a payment arrangement.

Erin responded that is correct and gave an example; if a bill was due on May 28th and the customer did not pay their bill, they would be disconnected for non-payment on June 12th. If the customer called prior to June 12th and advised Erin they cannot pay their bill by June 12th because of an extraordinary circumstance (medical circumstances, they just started a new job), Erin always tries to work with them and also makes sure the customer is asking for enough time to make their payment.

Garth responded on one occasion, without knowing all of the circumstances, that he is aware of a customer who made a special arrangement with the District and the District still disconnected them after supposedly already having a payment arrangement.

Erin responded that she tries to be very consistent when approving an arrangement, again it all depends on the customer and the situation. If a customer has made a payment in the past and haven't honored the arrangement, chances of the District approving another arrangement becomes slim.

Garth commented he wonders if in the future the District should look at the Customer Deposit policy and see if it needs to be amended.

Muriel clarified one thing she just heard, the two week time frame starts the date of when the late notice is issued, giving the customer two weeks to make their payment. The two week does not start at the "Must Pay By Date" because then there would be three bills due by then and makes it financially a burden to the customer.

Audience member Vicky Maltman commented she read a report that showed one month The District had a total of 500 shut offs. She inquired if the District has ever looked into grant programs that will assist people in desperate need, which could be used to pay for the water and sewer. She has looked into some of the grant programs and thinks that there are some that seemed pretty easy to be used for those people who are in actual need.

Darrin responded that he has looked into some grant programs.

Audience member Vicky Maltman commented that when she spoke with Darrin and his staff about grant programs, she was advised that the programs the District has researched have been convoluted and that Darrin asked Vicky to share the grant programs that she has found. Vicky commented that she is not paid to bring them to Darrin and she thinks the people who are paid can find the same ones she has found.

Garth Elliott commented he learned a lot of the billing and payment process. He still would like to at the District's Tariff at a future date, to see if there is any way to offer assistance to the customer.

Sandra Ainsworth inquired of the District's billing and payment time frame is standard to other utilities.

Darrin responded the District's time frame for billing and payments is very similar to other water agencies.

Sandra commented it sounds like the District is doing all they can do to help work with a customer. She still thinks it would be nice for the District to find a grant program to assist customers in need.

Joseph Barstow reported he knows the District is trying to help customers as much as possible. The Food Pantry has helped several of the District customers when they have called after being referred by the District. He appreciates the staff's willingness to help people.

Chairperson called a 5 minute break at 8:15 pm

Item#15. Discussion and possible motion to consider a customer satisfaction survey.

Erin Dowling reported it has been requested that the District conduct a Customer Satisfaction Survey. Staff researched samples of other agencies surveys and provided three samples for consideration.

Margaret Reinhardt stated she thought the Incline Village survey covered a lot, and did not get as personal as some of the others. She would like to see a question that inquires what the customer's opinion is about the rate they pay.

Garth Elliott stated he doesn't think collecting historical information has much to offer like some of the sample surveys. He would like to see what the customer's opinion is regarding the District's rates like Margaret suggested. He would also like to see what the customer's overall experience is when they interact with the District, their perception of the quality of water, and their perception of the rates. He wouldn't mind expanding the survey to gather additional information on recreation opportunities.

Darrin Price responded the District did perform a recreation survey already and received feedback what kinds of programs are desired at the parks.

Discussion ensued among the board members and staff that the survey needs to be no more than 10 questions, questions need to be clear and simple, and directed staff to use some of the questions from some of the sample surveys.

Audience member Vicky Maltman inquired if there were any current surveys in progress because the District website survey page is empty.

Erin responded there are no active surveys in place.

Joseph Barstow suggested adding a message stating there is no surveys at this time.

Garth Elliott would like to see a better participation in the survey at least a 10% participation.

Audience member Vicky Maltman inquired if having a volunteer positioned at Scolari's soliciting the survey would help generate participation.

Darrin responded to Vicky's suggestion, the District already has many communication opportunities with its customers. The District communicates with its customers in the front lobby, phone, notices on bills, website, and the newsletter.

Audience member Vicky Maltman commented the District is not getting a high participation on its surveys.

Darrin responded it depends on the survey topic. There are some survey's that had low participation and other survey's that had high participation.

After further discussion staff was directed to create a draft survey using all of the suggestions presented and bring it back at the next meeting for final review.

Item#16. Discussion and motion to approve questions for the follow-up web payment survey.

Erin Dowling reported staff is not pushing to implement web payments. Staff has been listening to the customers who continue to ask when the District is going to offer web payments. She believes that customers should be aware of any cost associated with possible web payments. In regards to one-time setup fee, it is difficult to breakdown the cost into an individual transaction fee to try and recover the cost not knowing what the true participation will be if web payments were implemented. In regards to the monthly maintenance fees, staff already has an idea of what the potential participation with this feature would be to calculate how the maintenance fee could be included in the transaction fee. She would include at the top of the survey the District's current payment options including associated transaction fees. She would also include on question three an example of the breakdown showing how much the bill is and how the transaction fee is calculated so the customer does not have to figure it out. She suggested offering the survey for at least 45 days or more. Erin did not feel that there would be any other fees associated with web payments and does not think the District's IT consultant would be involved with implementing web payments, since web payments is simply a link on the District's website to a third-party company who handles the processing of web-payments. Erin provided a web payment cost comparison showing setup fees, monthly fees, and transaction fees for review.

Margaret Reinhardt commented she wants to make sure that at the beginning of the survey it includes the District's current payment option and associated fees as requested at the last meeting, because those options are missing from the staff report that includes suggested survey questions.

Erin agreed with Margaret, she will make sure those options are added to the survey. Erin would like to keep the survey simple to get the participation. She would like to promote the survey as much as possible and offer the survey for 45 days or more to make sure there is as much participation as possible.

Garth Elliott commented that PayPal is becoming more popular as a form of payment and inquired if 3% is the best deal the District can get.

Erin responded there are many companies who offer web payment functions. She received quotes from Springbrook since the District uses their program for billing and the other company that provided a quote is BDS who was recently approved for outsourcing. She liked BDS a little more since they pass on all transaction fees to the customer and the District only is paying a minimal monthly fee. She would be concerned having a third party involved with billing and payment transactions.

After further discussion staff was directed to create a draft survey using all of the suggestions presented and bring it back at the next meeting for final review.

Item#17. Discussion and motion to approve final draft of the District's summer newsletter.

Erin Dowling provided a copy of the final draft of the newsletter. She suggested adding a small article regarding the upcoming surveys and announcing that the District's Water Quality Report is available and direct them to the District's website to view it. She commented staff would like to offer another Movie In The Park since it was so well received by the community.

After some discussion Margaret Reinhardt made a motion to approve the final draft newsletter with adding announcement of the two surveys, water quality report, and adding Movie In The Park to summer events. Sandra Ainsworth seconded the motion. The motion carried unanimously.

Item#18. Discussion and possible motion to establish Suggestion Box procedure.

Darrin Price provided a suggested procedure regarding the District's Suggestion Box.

Margaret Reinhardt suggested if there is a suggestion or comment directed to a certain trustee, then that trustee should be able to review it before the whole board reviews it. She has seen personal comments made about a trustee's family and doesn't think they should be spread around. She also doesn't think that staff should solicit feedback for the suggestion box.

Darrin requested clarification regarding soliciting suggestions.

Margaret responded with an example; if a customer commented they would like to pay their bill online and the employee suggests the customer to put their suggestion in the suggestion box. She stated she has seen suggestions from the suggestion box that looks like they could have been solicited. The suggestion box is for the trustees and not for staff. It was intended to be used as a form of communication to the trustees from the customers without having to go through staff.

Erin Dowling responded that when a customer wants to speak with the trustees to make a suggestion, staff always informs them of the monthly board meetings. At times the customer would say they can't make the meeting because of other obligations, at which time staff would then share with the customer the suggestion box. She thinks the suggestions box should be used to collect good comments, negative comments, and customer suggestions.

Margaret requested something be added to the procedure regarding staff will not solicit suggestions.

Maddy Shipman responded she believes what Margaret is requesting is that staff can inform customers how to communicate with the trustees, the suggestion box being one of them, but staff is not to direct customers what to put in the suggestion box.

Audience member Vicky Maltman commented she thinks that what Margaret is looking at, is not to encourage vicious attacks on the any specific trustee or the trustees as a whole.

Darrin responded that staff cannot stop a customer from putting a comment and/or a vicious comment in the suggestion box. Per the procedure the Chair and the Vice Chair will have the ability to screen out any vicious comments against a trustee or any other comment that doesn't pertain to the District, such as someone drawing a picture on a comment card.

Maddy suggested something being added to the procedure that would allow for staff to encourage customers to use the suggestion box without specifying the content..

Susan Severt commented she doesn't want staff to be afraid to let the customer know to put their suggestion/comment in the suggestion box and feel accountable for the suggestion/comment made. She believes staff is given the tools to give to the customers on the various ways to contact a trustee. She has confidence in the Chair and Vice Chair that they will be able to see if there is a pattern of what is being put in the suggestion box and being able to handle all suggestions/comments in a delicate manner without breaking rules and convey the message of what the rate payers are asking of the District.

Maddy commented on reviewing the comments/suggestions not be discussed the day of. She recommended that the Chair and Vice Chair review them and determine which ones need to go to staff for researching and then become an official agenda item for formal discussion. Also during the review of the contents of the suggestion box the Chair and Vice Chair can deliver any comments to a trustee made about them.

After further discussion staff was directed to include Margaret's and Maddy's suggestions and bring it back at the next meeting for further review.

Item#19. Financial report by Bill Short.

None

Item#20. Legal report by Maddy Shipman.

Maddy Shipman reminded the Board that there could be a possible quorum at Mr. Fink's Celebration of Life this Saturday. She encouraged no discussion of District business.

Item#21. Field report by Mike Ariztia.

Mike Ariztia reported on the following;

- The District received a check from the District Attorney for graffiti restitution at the skate park.
- The pool opened on June 6th and so far there has been good attendance. There is a full staff of lifeguards with majority of them returning lifeguards. Swim lessons will begin next week.
- The field is performing some flushing of dead-end lines; this might cause discoloring to the water. He tells the customers if they get any discoloring of their water, to run their faucets for about 30 seconds to flush it out.
- The Fire department is performing their annual maintenance of the fire hydrants as well.
- He has completed the Water Quality report and it will be displayed on the District's website.
- He contacted the Washoe County's Sheriff's work crew to help clean up the parks and they are booked through September. He is now working with the Juvenile work crews to see about them performing some work in the parks.
- He reported that there was a bee swarm at the Sun Valley Pool and the District hired a Bee Keeper to remove the bee swarm. At that time there was a huge bee hive found and removed.

Item#22. Manager's report by Darrin Price.

Darrin Price reported on the following;

- Provided a copy of the proposed Washoe County Citizens Advisory Board structure, including the SVCAB. The SVCAB will continue meeting at the Sun Valley Neighborhood Center.
- The District received a thank you letter from the Fink Family.
- He has been working with BLM and Washoe County Parks regarding parking near the District's Chimney tank for recreation use. BLM and Washoe County Parks will be hosting a public workshop regarding the Chimney Access and OHV parking on June 20, 2013 at the Sun Valley Neighborhood Center from 6 pm until 8 pm.
- Cal Ripken thanked the District for their continued support.
- He thanked the Board for allowing staff to hold the Dive In To Summer Event and thanked those trustees who attended.

Item#23. Office report by Erin Dowling.

Erin Dowling gave a brief report stating that she is getting great feedback from customers regarding the pool and the Dive In To Summer event. The event was very well attended and thanked Washoe County for loaning their movie equipment.

Item#24. Public comments.

Vicky Maltman thanked Mike Ariztia for taking the time to meet with her at her property to help her locate a water leak.

Item#25. Board Comments.

Garth Elliott commented it is sometimes difficult having District representation on the Sun Valley Citizen Advisory Board because sometimes there is a conflict of interest.

Item#26. Future agenda items.

Garth Elliott requested an agenda item regarding conversion of the longevity pay program to a savings to the GID program.

Darrin Price reported the following items will be on the next agenda;

- Customer satisfaction survey
- Web payment survey
- Suggestion box procedure
- District insurance renewal
- Setting of the base percentage for annual evaluations and GM Evaluation
- Resolutions to augment the Sewer and Properties & Garbage Enterprise Funds

Item#27. Adjournment.

Margaret Reinhardt made a motion to adjourn at 9:38 pm. Garth Elliott seconded the motion. The motion carried unanimously.