

**PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT
Board Meeting – November 19, 2015**

Support Services Committee Report

The Support Services Committee met on October 27, 2015 to discuss and take action on:

RFQ for Engineering Services

- The Committee was in agreement that proceeding with the RFQ and potentially using the same firm/individual for multiple projects was beneficial to the District.
- The Committee suggested adding grant applications to the scope of work and selection criteria and removing the rating sheet from the RFQ.
- The draft RFQ was approved with those changes made.
- The RFQ was published on the PSWID website on November 3, 2015 and published in the newspaper on November 6th and 13th.
- An amendment to the RFQ will be posted on the website to clean up a few errors that have been identified. All submittals are due by 5:00 pm on November 30th.
- The Support Services Committee is planning to present a recommendation to the Board at the December 17th meeting.

Hiring a manager for the District

- There was unanimous agreement that a District Manager is needed to relieve the Board of a significant number of tasks they have had to assume to improve District operations and oversight.
- The Committee reviewed and discussed a draft list of responsibilities and tasks. Additions and clarifications were made (see attached).
- The Committee recommends that the Board initiate the search for a manager.
- Decisions such as full or part time, contract or employee and compensation would be made during discussion with top tier candidates.

PSWID District Manager Responsibilities/Sub Task Examples

Background

Hire a District manager to relieve the Board of a significant number of tasks they have had to assume to improve District operation and oversight. The Board has established several committees that would likely stay in place but transition to policy and oversight as opposed to be directly responsible for review and direction of day to day activities.

Some of the other benefits of hiring a District manager would include:

- continuity of tasks as opposed to the start/stop of monthly Board direction
- coordination of work tasks that are currently distributed amongst various committees/Board members
- managing the interaction with CH2m
- developing a long term strategic plan and direction for the District
- provide for consistency of District operations as Board membership changes

Below is a list of the major responsibilities of the manager and examples of some of the detail tasks that would be done under direction and oversight of the Board:

Responsibility	Task Examples
Interface and oversight of CH2m	Coordinate operations and maintenance with customer service, monitor CH2m performance, calculate KPIs, identify contract deficiencies and propose revisions and updates to the contract
Liaison with regulatory agencies	Ensure that agency reporting is timely and thorough, maintain an awareness of regulatory changes and implement changes to operations to maintain compliance
Financial management	Propose an annual budget and multi-year financial plan, manage accounting, cash handling, customer billing and audits. Interface with Gila County, evaluate District operations and recommend potential cost savings
Customer Service management	Develop customer service policies and procedures that ensure a high level of customer satisfaction. Implement those policies and measure results. Address customer concerns and recommend resolution
Capital Projects management	Generate and evaluate bid requests, coordinate capital projects with operations, report to the Board on capital projects status
Board Interface	Develop the agenda, schedule presentations, report to the Board on District operations and ensure compliance with Rules and Regulations. Recommend updates to Rules, Regulations and policies
Human Resources management	Hire staff, manager office operations, performance appraisals, pay and benefits, develop and implement HR policies
Communications management	Public records access and management, RFP/RFQ and other required postings, maintain/improve website/Facebook as a communications vehicle, billing inserts and Board liaison with outside agencies