Citizens Advisory Committee Meeting - May 18, 2020

1. Agenda Packet

Documents:

200518 AGENDA PACKET REVISED - POSTED 200514.PDF
SWEETWATER AUTHORITY
CITIZENS ADVISORY COMMITTEE

AGENDA

DATE: Monday, May 18, 2020          TIME: 2:00 p.m.

Notice: Pursuant to Governor Newsom’s Executive Orders N-29-20 and 33-20, meetings of the Citizens Advisory Committee will be held by teleconference. There will be no physical location from which members of the public may participate. Instead, the public may listen to meeting proceedings and provide public comment and comments on agenda items by following these instructions:

To hear audio of the meeting by telephone by calling (669) 900-6833 and when prompted enter meeting identification number 989 4160 7420. If you are unable to access the meeting using this call-in information, please contact (619) 409-6704 for assistance.

To provide public comment on non-agenda items or to provide public comment on any item of the agenda:

• Go to www.sweetwater.org; click on the “HOW DO I…” at the top of the page; and then click on the “Public Comment” link in the Contact section.

OR

• Physically deposit your public comment in the Authority’s payment drop box located in the public parking lot at the Authority’s Administrative Office at 505 Garrett Avenue, Chula Vista.

OR

• Mail your comments to 505 Garrett Avenue, Chula Vista, CA 91910 [Attention: Public Comment].

All public comment submissions must be received 1 hour in advance of the meeting and will be read aloud to the Board during the appropriate portion of the meeting with a reading limit of 3 minutes for each comment. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the Citizens Advisory Committee Secretary at (619) 409-6704 at least forty-eight (48) hours before the meeting, if possible. The above public comment procedures supersede any Authority standard public comment policies and procedures to the contrary.

1. CALL MEETING TO ORDER AND ROLL CALL

2. ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED IN THE AGENDA

3. PUBLIC COMMENT
   Opportunity for members of the public to address the Committee. (Government Code Section 54954.3).
4. **ACTION AGENDA**
   The following items on the Action Agenda call for discussion and action by the Committee. All items are placed on the Agenda so that the Committee may discuss and take action on the item if the Committee is so inclined, including items listed for information.

A. “Sweetwater Authority COVID-19 Response Update” presented by Tish Berge, General Manager, Sweetwater Authority

B. Consideration and Review of Citizens Advisory Committee Manual
   The Committee is asked to review and provide input on the Manual for consideration and approval by the Governing Board. Please see the attached draft.

C. Discussion of Dates and Times for CAC Meeting Schedule (No Enclosure)
   At its December meeting, the CAC voted on and determined a meeting schedule through March 2020 (Third Monday of the month at 2:00 p.m.) Today the committee will discuss and vote on the schedule for the remainder of the calendar year.

5. **NEXT MEETING DATE:** To be determined

6. **MEMBER COMMENTS**
   Opportunity for Members of the committee to briefly respond to statements and questions from public; ask clarifying questions; make a brief announcement; or report on activities. Comments should not revisit items previously discussed as part of the agenda. (Government Code Section 54954.2(a))

7. **ADJOURNMENT**

This agenda was posted at least seventy-two (72) hours before the meeting in a location freely accessible to the Public on the exterior bulletin board at the main entrance to the Authority’s office and it is also posted on the Authority’s website at www.sweetwater.org. No action may be taken on any item not appearing on the posted agenda, except as provided by California Government Code Section 54954.2. Any writings or documents provided to a majority of the members of the Sweetwater Authority Governing Board or a majority of the members of the Citizens Advisory Committee regarding any item on this agenda will be made available for public inspection at the Authority Administration Office, located at 505 Garrett Avenue, Chula Vista, CA 91910, during normal business hours. Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to the Board Secretary at (619) 409-6703 at least forty-eight (48) hours before the meeting, if possible.

To e-subscribe to receive meeting agendas and other pertinent information, please visit www.sweetwater.org.
Sweetwater Authority’s 3 Key Goals

1. Provide safe, reliable water

2. Do our part to protect customers from financial impacts of the pandemic

3. Care for the community we serve
Immediate Response

Management has been in constant contact with the Governing Board and Employees

March 13, 2020 SWA closed the lobby to the general public.

- Restored water service to all customers and temporarily stopped assessing late fees or turning off water for nonpayment
- Closed fishing programs at Loveland Sweetwater Reservoirs
Immediate Response

- Staffing plans to provide for social distancing implemented: telecommuting, rotating/modified schedules
- Created Authority COVID-19 Updates webpage outlining:
  - Water service will continue for all customers
  - Water quality and service unaffected by coronavirus
  - Ensuring public access to virtual Board and Committee meetings
  - Loveland and Sweetwater Reservoir fishing Program Closed until further notice
  - Scheduled construction projects postponed until further notice
Providing Customer Service

- Customer service remained available by phone and for home assistance throughout emergency
- Multiple low or no-contact payment options
  - Payment drop box
  - Credit card payments (over the phone)
  - Pay Near Me (7-11 and CVS)
  - Mail
  - Auto pay
- Board approved extending payment plans to 24 months
Protecting Customers From Financial Impacts

• Board voted to utilize rate stabilization fund to lessen financial impact to customers

• Customers will not see an increase from Sweetwater Authority’s portion of the bill through 2021

• Customers water will not be turned off during this pandemic
Assisting Local Businesses

• Board authorized the General Manager to further the Board’s compelling interest to bring back economic stability within its service area by significantly increasing the outreach and participation of small, local, and disadvantaged businesses in Authority contracts
• Created Preferential Purchasing for Local Businesses
• Set criteria for qualifying as a local and/or disadvantaged business and sets limits on the advantage to local/disadvantaged business to cost no more than 10 percent over market
Communicating With Constituents

- Website
- Billing Message
- Social Media
- Phone call alerts
- Direct Mail Pieces
  - To residential customers
  - To businesses (return to work outreach)
Caring For Our Community

- Employee voluntary drive to raise money for local charity, Community Through Hope

- Sweetwater Authority employees donated close to $3,000 in voluntary campaign
Connect with us

facebook.com/swawater
@SweetwaterAuth
www.sweetwater.org
(619) 420-1413
1. INTRODUCTION

The Sweetwater Authority (Authority) Citizens Advisory Committee (CAC) was established by the Governing Board (Board) of the Authority on April 10, 2019, for the purpose of providing a forum for citizen and rate payer involvement to advise the Authority on execution of the Authority’s Strategic Plan and potential ways to improve operational efficiency.

As directed by the Board and supported by staff, the CAC will study relevant issues, advise on subjects, and make recommendations and comments on the Authority’s execution of the Strategic Plan and how it could improve efficiency with regard to operations.

This manual has been designed to assist the CAC in understanding its general responsibilities. It contains general information about the Authority, as well as an outline of policies, procedures, and practices for the CAC to follow.

2. GENERAL INFORMATION

In order to understand and successfully fulfill the responsibilities as a CAC member or alternate, it is necessary to have an understanding of the nature and structure of the Authority’s purpose, mission, and operations.

A. About the Authority

The Authority is a publicly-owned, joint powers water agency, with policies and procedures established by a seven-member Board. Five Directors are elected by the citizens of the South Bay Irrigation District; and two Directors are appointed by the Mayor of National City, subject to City Council confirmation.

Under the Irrigation District Law of the State of California (Division 11 of the Water Code), the Authority was established when the South Bay Irrigation District and the City of National City amended and re-adopted a joint-powers agreement (JPA) in 1977.

More than 40 years later, the Authority continues to provide safe, reliable water service to approximately 190,000 people in a 32 square-mile service area that includes the City of National City, the western and central portions of Chula Vista, and Bonita.

B. Mission Statement

The mission of the Authority is to provide its current and future customers with a safe and reliable water supply through the use of the best available
technology, sound management practices, public participation and a balanced approach to human and environmental needs.

C. Vision Statement

The Authority is a premier water agency. It partners with public and private sectors to maximize value for its rate payers. Its water system infrastructure is innovative, yet functional, practical and cost-effective. It provides a reliable and sustainable source of water. It consistently delivers industry-leading service to its customers.

D. Water Sources

Water is delivered to customers via almost 400 miles of pipeline, and is procured from four sources:

1. Deep freshwater wells located in National City
2. Capture of local runoff in the Sweetwater River, with subsequent storage at Loveland Reservoir in Alpine and Sweetwater Reservoir in Spring Valley
3. Deep brackish wells located in the lower Sweetwater River basin
4. Purchase of imported water delivered by the San Diego County Water Authority

E. Revenues

Revenues are obtained from water sales, fees for service, and return on investments. The Authority receives no tax revenues.

F. Governing Board

The members of the Board serve four-year terms, with a Board Chair and Vice Chair selected by the Board from among its members. As elected representatives and mayoral appointees, Board Members provide a direct link to the citizens of the Authority’s service area.

G. Management

The Board hires a General Manager to manage the administrative functions and operations of the Authority. The General Manager implements policy as directed by the Board and is responsible to the Board for coordination of all Departments, ensuring their efficient and effective performance.
3. THE CITIZENS ADVISORY COMMITTEE – BOARD POLICY 522

Board Policy 522, Citizens Advisory Committee, was adopted to establish policy for the operation and administration of the CAC, established by the Board on April 10, 2019, and to provide the CAC with clear and concise operating guidelines to perform their duties (Policy 522 was approved on July 24, 2019). This policy is what governs this committee, including membership removal.

4. MEETINGS (Reference: Policy 522(III)(C))

CAC meetings shall adhere to applicable laws as required. The following should be used as a guide to help the CAC run appropriate and effective meetings:

A. Ralph M. Brown Act

1. *Agenda*. The CAC must conduct business based on provisions of the Ralph M. Brown Act (Brown Act). The Brown Act requires that meetings of all public boards, committees, and commissions be open to the public. To abide by this requirement, an agenda must be posted in a location freely accessible to the public at least 72 hours before the scheduled meeting. Each agenda must contain sufficient information to briefly describe each item to be transacted or discussed at the meeting. The CAC is prohibited from taking action on or considering any item not posted on the agenda. All documents presented to the CAC are considered public record.

2. *Collective Concurrence*. The Brown Act requires that all discussion and decision-making be conducted in the public meeting. This directive prohibits the use of technological devices such as telephones, or email, etc., by a majority of the CAC to develop a collective concurrence as to the action to be taken on an item. With this regulation in mind, CAC members are cautioned not to converse, call, text, email, etc. back and forth on
items on an agenda, which creates a “serial” meeting and is prohibited. CAC members should note that any correspondence regarding Authority business, even on a personal device, is subject to the Public Records Act and as such, may be subject to disclosure.

B. Quorum and Attendance

The CAC shall meet no less than quarterly and only conduct business when a full quorum consisting of more than 50% of the current members (or alternates serving as a proxy for an absent member) are/is present. Four CAC members constitute a quorum. Recommendation of the CAC shall require a simple majority of those present and voting. There is no per diem, stipend, or other form of payment for meeting attendance by members and alternates.

For your consideration (to match the voting policy of the Sweetwater Authority Governing Board).

A majority of the CAC shall constitute a quorum for the transaction of business, except that less than a quorum may adjourn any meeting from time to time. Action, other than adjournment, can only be taken by the vote of the majority of the CAC. Four (4) CAC members represent a quorum for the conduct of Authority business. Actions of the CAC require the affirmative vote of at least four (4) members of the CAC regardless of the number of CAC members present. If the action of the CAC requires a super majority, that percentage is calculated as a percentage of the whole CAC, not members of the CAC who are present. Therefore, the entire number of seats on the body must be considered – not just the number of officials voting on the matter.

A member abstaining in a vote is considered as absent for that vote.

**Example:** If four (4) of seven (7) CAC members are present at a meeting, a quorum exists and business can be conducted.

However, if one (1) CAC member abstains on a particular action and the other three (3) cast “aye” votes, no action is taken because a “Majority of the CAC” did not vote in favor of the action.

**Example:** If an action is proposed requiring a two-thirds vote and three (3) CAC members abstain, the proposed action cannot be approved because five (5) of the seven (7) CAC would have to vote in favor of the action.

To ensure effective meetings and decisions, CAC members are expected to attend all meetings. Members must be willing to commit time to attend meetings and participate in activities, discussions, recommendations,
decisions, and tour facilities. Additional information regarding member duties is found in addendum number two.

If a CAC member is unable to attend a meeting, the alternate will be considered a voting member for that meeting.

There is no per diem, stipend, or other form of payment for meeting attendance by members and alternates.

C. Meeting Record

All meetings of the CAC will be recorded, and audio will be available to the public to listen to through the Authority’s website. In accordance with the policy, the CAC should deliver CAC approved recommendations to Authority staff in time to be reasonably reported to the Authority’s Board. In general, these recommendations will be derived directly from CAC votes.

D. Parliamentary Procedure

The business of the CAC will be conducted in accordance with Robert’s Rules of Order and approve motions with a majority of the CAC quorum voting in favor. Anything less than a majority of the CAC quorum voting in favor of a particular motion represents a failed motion.

The following is a simple summary for running effective meetings based on the principles of Parliamentary Procedure:

1. Announce Agenda Item
   Chair clearly states agenda item number and subject.

2. Public Comment
   Chair allows public comment and input under the terms of the Board’s policy for such comment. Alternate members will be invited to comment at this time.

3. Reports and Recommendations
   Relevant speaker(s) gives report and provides recommendation as appropriate

4. Questions and Answers
   Questions from CAC members are asked and addressed.

5. Motions and Action Items
   a. Motions Introduced
      Chair invites motion from the body and announces the name of the member introducing the motion.
   b. Seconds
If motion is seconded, Chair announces name of seconding member.

c. Motions Clarified
   Seconded motion is clarified by maker of motion, Chair, or secretary.

d. Amendments and Substitutions
   Other members may propose amended or substitute motions.

e. Discussion and Vote
   Members discuss motion. Chair announces that vote will occur.
   Members vote on the last motion on the floor first, and if that does not
   pass, vote on the next-to-last motion, and so on.

f. Ayes and Nays
   Chair takes vote by asking for verbal “ayes,” “nays,” or “abstentions.”

g. Results and Actions
   Chair announces result of vote and action the body has taken. Names
   of the dissenters should be announced.

h. Repeat
   Begin process again with next agenda item.

E. Agenda and Memo Development

   The CAC Chair will be responsible for developing the CAC’s meeting
   agendas. In the absence of the Chair, the Vice-Chair will provide approvals.
   The Chair will work with the members and the vice chair to prioritize items to
   be heard. The CAC Liaison and CAC Secretary will provide support. Two
   weeks prior to the next scheduled CAC meeting, the CAC Liaison will send a
   draft agenda out to the CAC for review. Members will have a defined deadline
to respond and add items to the agenda. Members desiring to submit items to
be discussed will respond to this email and copy the CAC Chair. The Chair
will work with the CAC Liaison to finalize the agenda. Any member that has
submitted an item for discussion and it is not included in the agenda will
receive a response back explaining why the item was not included, or if it has
been deferred to future meeting.

   Once CAC members have responded [The CAC Liaison will send a draft of
the agenda to the CAC Chair for approval prior to each meeting. Once
approved by the CAC Chair, the agenda will be sent to CAC Members and
posted on the Authority’s website in compliance with the Brown Act. If action
is taken at the CAC that needs to be sent to the Governing Board, the CAC
Liaison will draft a memo after the meeting. Once approved by the CAC
Chair, this memo will be added to the next Authority Board meeting agenda.
Memos will reflect the vote record of the CAC. The CAC Chair will make a
quarterly presentation to the Authority Governing Board with updates from the
committee.

5. GOALS, OBJECTIVES AND ASSIGNMENTS (Reference: Policy 522(III)(B))
Following the briefing/orientation by Authority staff, the initial CAC will convene and determine a:

(1) Proposed list of relevant issues following the implementation schedule set forth in the Authority’s Strategic Plan Detailed Work Plan (Work Plan) (short term of 0 – 2 years, medium term of 2 – 5 years, and long term of more than 5 years) to be considered by the CAC, and

(2) Proposed schedule for meeting dates and times (with meetings to be held no less than quarterly), for presentation to the Board by December 31, 2019, for the Board’s prioritization and approval.

Management will inform the Board of any staffing or budgetary impacts associated with the CAC proposed list of relevant issues or meeting dates and times.

Thereafter, the CAC shall present its proposed list of relevant issues to be reviewed and its proposed schedule for meeting dates after the second CAC meeting of each calendar year.

6. REQUESTING INFORMATION (Reference: Policy 522(III)(E))

The CAC may make formal requests for information from the CAC Liaison related to the approved list of issues to be considered including for example, documents and presentations by Authority subject matter experts at meetings. The CAC Liaison shall make every reasonable effort to provide requested information in a timely fashion to allow the CAC to make the most informed decision possible. Notwithstanding, requests by the CAC for information or research will be channeled through the CAC Liaison, and any requests for substantive information or research that entail substantial effort or cost will require Board approval.

Individual CAC members and alternates may request information through the appointed CAC Liaison. In order to facilitate staff response, requests should be made at CAC meetings or by emailing the CAC Liaison at cacliaison@sweetwater.org. To ensure that everyone has equal access to information, the information will be shared with all CAC members and alternates.

7. CAC RECOMMENDATIONS (Reference: Policy 522(III)(B) and (D))

Any recommendations to the Board from the CAC will be sent to the Board for review at its next regularly scheduled Board meeting. Materials supporting the recommendations will be shared with the Board through a memo drafted by Authority staff.

8. CAC STAFF

The General Manager shall appoint Authority staff to support the CAC as Secretary and Liaison.
9. CAC OFFICERS

At the second meeting of the year, the CAC will hold an internal election to select its Chair and Vice Chair from among the currently seated members of the advisory council. The Chair and Vice Chair will serve for a one-year term.

Nominations. A call for nominations will be sent after the first meeting of each calendar year. Any member of the CAC may nominate one or more candidates. Self-nominations are accepted. Nominations should be sent via email to cacliaison@sweetwater.org. A slate will be sent with the agenda packet in preparation for the elections. Nominations will also be accepted from the floor. Nominees must be currently appointed members of the CAC (not alternates).

Voting. The order of election will be Chair and then Vice Chair. Each nominee will have the opportunity to make remarks (1–2 minutes the Chair will determine a reasonable time limit and all nominees will be provided the same amount of time to speak) to the CAC. A nominated member may ask for his/her name to be removed from consideration at any time during the nomination/election process. The election of each member will be voted on individually using the following procedures:

- The first nominee receiving a majority of votes will be declared duly elected to fill the position.
- If no nominee receives a majority vote, then the lowest vote receiver and anyone not receiving a vote will be dropped from the next ballot until a nominee receives a majority.
- After the Chair position is filled, nominations will be requested for the Vice Chair, remarks made, and voting procedures followed.

Continuity of Leadership. The outgoing Chair passes the gavel to the newly elected Chair, who will preside over the remainder of the meeting and in the coming year.

10. ISSUES DEVELOPMENT PROCESS ((Reference: Policy 522(III)(B))

At the second meeting of each calendar year, the CAC will determine:

1. A proposed list of relevant issues following the implementation schedule set forth in the Authority’s Work Plan (short term of 0 – 2 years, medium term of 2 – 5 years, and long term of more than 5 years) to be considered by the CAC.

2. A proposed schedule for meeting dates and times (with meetings to be held no less than quarterly). The prior schedule may be continued or a new schedule of meetings developed.

These two items are to be presented to the Board for its approval, prioritization and consideration. Management will inform the Board of any staffing or budgetary impacts associated with the CAC proposed list of relevant issues or
meeting dates and times. Upon approval by the Board, the CAC will begin deliberations on its relevant issues.

Method for developing a list of relevant issues:
1. Members will be provided the Authority’s Work Plan.
2. During the meeting, each member will have the opportunity to put forward 3 – 5 issues they want the CAC to study, discuss, and formulate a recommendation to the Board.
3. Similar issues will be grouped. A prioritization process will be used if needed. A vote will be taken to approve the list of CAC’s relevant issues that will be sent to the Board for review and consideration.
4. Upon approval by the Board, the list of relevant issues can be more outlined in more detail and then will be cross-referenced with the Authority’s Work Plan schedule resulting in a timeline for the CAC’s issues review.

11. BOARD REFERRALS

From time to time, the Board will request that the CAC review and comment on an item it is considering. These items will be forwarded to the CAC Chair for inclusion in the next appropriate agenda.

Addendums:
CAC Policy 522
Responsibilities of Citizens Advisory Committee Members & Alternates