

Finance and Personnel Committee Meeting - November 4, 2019

1. Agenda Packet

Documents:

[191104 AGENDA PACKET - POSTED 191030.PDF](#)

2. Related Agenda Item

Documents:

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SWEETWATER AUTHORITY

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TISH BERGE
GENERAL MANAGER

JENNIFER H. SABINE
ASSISTANT GENERAL MANAGER

FINANCE AND PERSONNEL COMMITTEE

AGENDA

DATE: Monday, November 4, 2019

TIME: 4:00 p.m.

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 ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED IN THE AGENDA.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. Consideration of Draft Customer Bill of Rights

B. Consideration to Allocate \$693,818 of Unspent Bond Funds for the Secondary Main Replacements in Bonita Valley to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley

C. Consideration to Award Contract to Upgrade Existing Telephone System

5. CLOSED SESSION.

At any time during the regular session, the Committee may adjourn to closed session to consider litigation, personnel matters, or to discuss with legal counsel matters within the attorney-client privilege. (Government Code Section 54954.5.)

6. NEXT MEETING DATE: Wednesday, December 4, 2019 at 4:00 p.m.

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 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.

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BOARD ACTION

TO: Governing Board (Finance & Personnel Committee)
FROM: Management
DATE: October 30, 2019
SUBJECT: Consideration of Draft Customer Bill of Rights

SUMMARY

At its June 12, 2019 meeting, the Board approved the FY 2019-20 Strategic Plan Detailed Work Plan, which includes a task to develop a Customer Bill of Rights.

Attached is a draft Customer Bill of Rights for the Board's consideration. Once the text is approved, staff will develop a presentation format consistent with the Authority's brand.

PAST BOARD ACTION

June 12, 2019 The Board approved the FY 2019-20 Strategic Plan Detailed Work Plan.

FISCAL IMPACT

This task primarily consists of staff time. There may be nominal costs associated with developing a design and materials for display. Should the Board wish for additional outreach, staff can return to the Board with an estimated cost.

POLICY

Strategic Plan Goal 4: Customer Service, Citizen Engagement, and Community Relations (CS) – Provide high-quality customer service based on customer feedback and serve the community through education, outreach, and partnerships.

- Objective CS1 – Develop an outreach program that includes a multi-faceted approach to communications and customer outreach – including, but not limited to, press releases, web-based communications, social media, community presentations, community events, educational opportunities, and periodically surveying customer opinion.
 - 007.00 Develop a Customer Bill of Rights

ALTERNATIVES

1. Adopt the Customer Bill of Rights as presented.
2. Direct modifications to the Customer Bill of Rights.

Memo to: Governing Board
Subject: Consideration of Draft Customer Bill of Rights
October 30, 2019
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STAFF RECOMMENDATION

Staff seeks the direction of the Governing Board on the attached draft Customer Bill of Rights.

ATTACHMENT

Draft Customer Bill of Rights

Sweetwater Authority's Service Commitment

Water is essential to the vitality of our community. Sweetwater Authority (Authority) is committed to providing our customers with reliable and high-quality water, along with prompt, consistent, and easily accessible customer service. We approach our business practices in a collaborative way with the interests and needs of our customers in mind. We provide our services in a safe, efficient, and cost-effective manner that is sustainable and environmentally responsible.

CUSTOMER BILL OF RIGHTS

Reliable and High-Quality Water

Customers have the right to:

- Safe and reliable water that meets or exceeds mandated water quality standards.
- Have a water quality complaint, water pressure concern, or water system leak promptly and thoroughly investigated and addressed.
- Access water quality information at any time on the Authority's website.
- Sufficient and readily available water to fight fire in any neighborhood or business area.
- An open and easy-to-understand water service installation process.

Professional Customer Service, Convenient Access, and Efficient Operations

Customers have the right to:

- Courteous, honest, empathetic, and respectful service.
- Consistent service among all customers.
- Easy access to Authority services and information, without social or cultural barriers.
- Prompt response to questions or concerns.
- Convenient hours for service and public meetings.
- A variety of means for public participation and input.
- Request and inspect public records held by the Authority pursuant to the California Public Records Act.
- Clear, accurate, and reliable information.
- A fair and efficient process to resolve complaints and disputes.
- An easily understandable explanation of their water bill.

- Efficient and respectful treatment when experiencing difficulties paying the water bill, including:
 - Multiple advance notices prior to discontinuance of water service
 - A one-time adjustment for an unusually high water bill
 - A payment plan option, subject to certain conditions
 - Restoration of water service within 24 hours, when the cause for the shutoff (e.g., nonpayment) has been resolved.
- An organization that operates by sound policies in the areas of governance, board conduct, district finances, transparency, and reserves.

This Customer Bill of Rights is not intended to, does not, and should not be implied to create any legal rights or remedies beyond those set forth in the law. Service levels may vary under emergency, unusual, or disaster conditions.

DRAFT



BOARD ACTION

TO: Governing Board (Finance and Personnel Committee)
FROM: Management
DATE: October 30, 2019
SUBJECT: Consideration to Allocate \$693,818 of Unspent Bond Funds for the Secondary Main Replacements in Bonita Valley to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley

SUMMARY

The Authority issued bonds to raise funds to complete several high priority projects that included the Secondary Main Replacements in Bonita Valley (Project). The estimated cost for the entire Project was \$2,184,000 and is to be paid by bond funds. The Project is nearing completion and is expected to be within one percent of estimated project costs.

Each year during the budget process, staff estimates bond project expenditures for the following year and allocates funding from the bond reserve to the FY 2019-20 Capital Investment Budget accordingly. The FY 2018-19 Budget included an allocation of Project bond funds that were not completely spent and were carried over to the FY 2019-20 Budget for completion of the Project. As the FY 2019-20 Budget was being developed, construction permits for the work in Bonita Road in the vicinity of I-805 appeared to be imminent, and a substantial amount of the remaining funds were anticipated to be spent before the end of FY 2018-19. However, the actual time required for issuance of the construction permits took much longer than expected, resulting in the more than expected work being pushed to FY 2019-20. At the time, staff developed a budget with \$500,000 of funding for the Project to carry over to FY 2019-20. Staff is requesting that the remainder of the unspent and unallocated Project bond funds be allocated to the Project for the FY 2019-20 Budget.

PAST BOARD ACTION

June 12, 2019	The Board Adopted FY 2019-20 Budget that included funding for the Project.
June 13, 2018	The Board Adopted FY 2018-19 Budget that included funding for the Project.
November 8, 2017	The Board adopted Resolution 17-16 to authorize the issuance of a not-to-exceed \$24,000,000 Water Revenue Bond

Memo to: Governing Board (Finance and Personnel Committee)
Subject: Consideration to Allocate \$693,818 of Unspent Bond Funds for the Secondary Main Replacements in Bonita Valley to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley

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FISCAL IMPACT

There is no new financial impact associated with this recommendation as it entails allocation of funds from one fiscal year to another.

Bond funds allocated to Project	\$2,184,000
Less: Actual Project expenditures as of 6/30/2019	(990,182)
Less: FY 2019-20 Project bond funds currently allocated	<u>(500,000)</u>
Project bond funds available to allocate	\$693,818

POLICY

Strategic Plan Goal 3: Financial Viability - Ensure long-term financial viability of the agency through best practices, operational efficiency, and maximizing assets.

- Objective FV1 - Develop an annual budget that determines yearly expenditures, incorporates a five-year projection to track fiscal stability, and guides rate-setting decision-making.

ALTERNATIVES

1. Approve the allocation of \$693,818 of unspent bond funds for the Secondary Main Replacements in Bonita Valley to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley.
2. Direct staff to staff to determine an alternative source of funds to allocate to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley.

STAFF RECOMMENDATION

Staff recommends that the Governing Board approve the allocation of \$693,818 of unspent bond funds for the Secondary Main Replacements in Bonita Valley to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley.



BOARD ACTION

TO: Governing Board (Finance and Personnel Committee)
FROM: Management
DATE: October 30, 2019
SUBJECT: Consideration to Award Contract to Upgrade Existing Telephone System

SUMMARY

The existing telephone system is an aging system that carries a risk of failure, is no longer supported by the manufacturer, and lacks some currently available functionality. An upgrade will maintain newer existing portions of the telephone system and will replace the older software, network infrastructure, and phone portion of the system. Utilizing a cooperatively bid contract will utilize a previously competitively bid contract, create cost savings, and take advantage of newer existing portions of the telephone system. Alternatively, a complete replacement of the phone systems would require additional funding.

The Authority heavily relies on its telephone system to allow twenty-four-hour access to the Authority for our customers and allows staff to conduct the business of the Authority by communicating with vendors and business partners. Staff has worked to keep the current telephone system viable for more than 15 years since its original installation in FY 2002-03, including an upgrade in FY 2012-13, and emergency repairs in FY 2018-19.

Despite these investments, the existing Mitel 3300 telephone system is:

- At the end of its useful life;
- Not supported by the manufacturer; and
- Lacks certain functionality that would create efficiencies for staff.

The upgrade of the existing Mitel telephone system would provide a robust system with additional functions and would cost less than a complete telephone system replacement with a more extensive implementation process.

Staff recommends taking advantage of discounted pricing achieved through the use of a National Association of State Procurement Officers (NASPO) competitively bid cooperative contracting opportunity for Mitel equipment and installation and service by Maverick Communications, a vendor authorized under the NASPO cooperative contract master agreement. The Mitel NASPO master agreement was publicly solicited and awarded by the State of Utah and achieved an average cost savings of 38% through the

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NASPO organization. Subsequently, the State of California has signed a participating addendum to the Mitel NASPO cooperative contract.

PAST BOARD ACTION

June 12, 2019 The Board adopted FY 2019-20 Budget that included funding for subject project.

FISCAL IMPACT

The Information Systems FY 2019-20 Operating Budget includes \$225,000 for the replacement of the Authority's existing telephone system. Actual fees utilizing the discount pricing through the competitively bid cooperative contracting opportunity are summarized in the table below.

Summary of Fees	Cost
Hardware, Software, Labor	\$194,451.08
NASPO ValuePoint – Cooperative Purchasing Discount	(52,806.40)
Mitel Free Phone Promotion Discount	(12,117.90)
System Support (Year 1)	1,895.00
Tax	4,285.49
Purchase Total	\$135,707.27

POLICY

Strategic Plan Goal 5: Workforce Development and Constructive Labor Relations (WD)
– Attract, retain and develop a highly-skilled, adaptable workforce; Equip employees to effectively and safely perform their jobs and prepare for career advancement; Promote constructive labor relations.

- Objective WD5: Properly equip staff to effectively, efficiently, and safely perform their assigned duties (Source: OSHA; Cal-OSHA)
 - 004.00 Upgrade existing telephone system to use modern technology

Section 5.4 of the Authority's Purchasing Policy requires that all professional services greater than \$75,000 be procured through a Request for Proposal (RFP) process and approval by the Governing Board.

Section 6.2 of the Authority's Purchasing Policy allows cooperative bidding contracting to utilize contracts awarded by the United States of America, any state, municipality, or public agency, when it is in the Authority's best interest to do so.

Memo to: Governing Board (Finance and Personnel Committee)
Subject: Consideration to Award Contract to Upgrade Existing Telephone System
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ALTERNATIVES

1. Award a contract via the State of California's Participating Addendum to the Utah NASPO Master Price Agreement No. AR623 to Mitel Business Systems, Inc. and Maverick Networks, Inc. to upgrade the existing telephone system and provide a five-year service contract.
2. Direct staff to conduct a Request for Proposals to upgrade the existing telephone system.
3. Direct staff to conduct a Request for Proposals to replace the existing telephone system.
4. Other direction as identified by the Governing Board.

RECOMMENDATION

Staff recommends that the Governing Board award a contract via the State of California's Participating Addendum to the Utah NASPO Master Price Agreement No. AR623 to Mitel Business Systems, Inc. and Maverick Networks, Inc. to upgrade the existing telephone system and provide a five-year service contract.



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FINANCE AND PERSONNEL COMMITTEE MEDIA INDEX BY AGENDA ITEM

AGENDA

DATE: Monday, November 4, 2019

TIME: 4:00 p.m.

1. CALL MEETING TO ORDER AND ROLL CALL. (00:02)

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

3. PUBLIC COMMENT. (00:08)

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. Consideration of Draft Customer Bill of Rights (00:15)

B. Consideration to Allocate \$693,818 of Unspent Bond Funds for the Secondary Main Replacements in Bonita Valley to the FY 2019-20 Capital Investment Budget for the Secondary Main Replacements in Bonita Valley (14:12)

C. Consideration to Award Contract to Upgrade Existing Telephone System (23:03)

5. CLOSED SESSION. (27:02)

At any time during the regular session, the Committee may adjourn to closed session to consider litigation, personnel matters, or to discuss with legal counsel matters within the attorney-client privilege. (Government Code Section 54954.5.)

6. NEXT MEETING DATE: Wednesday, December 4, 2019 at 4:00 p.m. (27:05)

7. ADJOURNMENT. (27:18)

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