



Tamalpais Community Services District

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MINUTES

TAMALPAIS COMMUNITY SERVICES DISTRICT Board of Directors Annual Goals Work Session

Saturday, January 29, 2011
TCSD Main Offices
305 Bell Lane, Mill Valley
10:00 AM – 3:00 PM

1. **CALL TO ORDER.** The Special Session of the Tamalpais Community Services District Board of Directors was called to order by President Bartschat at 10:03 a.m. on Saturday, January 29, 2011.

2. **ROLL CALL**

Board Members Present – The following members were present:

President Steffen Bartschat
Vice President Jim Jacobs
Linda Johnson
Gretchen Stagg
Jeff Brown

Absent: None – As five of the five Board members were present at Roll Call, a quorum was constituted.

Others Present: General Manager Jon Elam and Recording Secretary Claudia Laughter

3. **PUBLIC EXPRESSION**

Members of the public are invited to address the Board concerning topics, which are not listed on the Agenda (If an item is agendaized, interested persons may address the Board during the Board's consideration of that item). Speakers should understand that except in very limited situations, State law precludes the Board from taking action on or engaging in extended deliberations concerning items of business which are not on the Agenda. Consequently, if further consideration is required, the Board may refer the matter to its staff or direct that the subject be added to an agenda for a future meeting. The Board

reserves the right to limit the time devoted to this portion of the Agenda and to limit the duration of speakers' presentations.

Public Expression: none

MOTION TO APPROVE THE AGENDA:

M/S/C J. Jacobs/S. Bartschat AYES: 5 NAYS: 0

4. **GENERAL BUSINESS:**

- A. **REVIEW YEAR 2010 GOALS** – GM Elam reviewed the status for each of the 2010 Goals. Remaining items to be addressed are the following:

Goal #3 – President Bartschat requested that the reports on the rate structure based on water use should be compiled into clear information to be distributed to residents upon request.

Goal #4 – President Bartschat requested that a compilation of wet weather flow information be collected and studied for changes in I&I flow – ideally over a five-year period – to be shared with the public upon request.

Goal #5 – Determine exact solid waste costs in a detailed study.

Goal #6 – Board requests bringing an Emergency Response representative from the County to a future Board meeting to discuss what the overall emergency plan would be.

- B. **GENERAL MANAGER'S UPDATE** – GM Elam reported that the food waste diversion was going well with residential collections. Also that the truck emission system upgrades will need to be completed in 2011 and at some point there will be a need to purchase a new small refuse truck. Currently, the District is getting 10-15 years lifespan out of each truck. The next refuse component that is under consideration is a paint collection event program. The parks and open spaces are being well maintained with completion of work in 2010 on Hawk Hill and cleaning up open spaces with broom removal.

- C. **PRESIDENT'S UPDATE** – President Bartschat asked each of the Board members as well as GM Elam to rate where each felt the District was on a scale of 1 to 10. All rated the District at an 8 except for President Bartschat who rated it as a 7. President Bartschat felt that the District has taken on huge challenges but remains financially secure and day-to-day operations are running well. One future improvement would be to create key success factors for both customers and employees. Another task is to determine what legacy will be left behind when the Board and the Staff have been replaced and that by establishing routines whether they are customer service guidelines, scheduled meetings, or protocols, having these in place will secure a proper legacy and to keep

the District flourishing. President Bartschat also presented the issue of the Board elections that will be happening later this year. The Board and Staff discussed that they feel they are mostly well informed as to what the residents feel about the District and how it is run by their presence at Park & Rec events and by feedback received on a daily basis at the front desk. President Bartschat then asked the Board to make a list of items to be categorized as "Happy", "Frustrated", and "Worried" which would then be compiled and voted on to determine the top priorities:

Happy:

- #1 (tie) Day to Day Operations/Smooth/Happy
Operating w/in means; good fiscal strategy
- #2 (tie) Excellent Events
GM
- #3 Tam Valley Community – Physically & Culturally
- #4 Carol's Creativity

Others Issues:

- Recycling Leadership (food waste, etc)
- Broad range of services
- Forward program progress (strategic, forward management)
- Good public communications (newsletter & good design)
- Staff responsiveness
- Sustain/climate issues – proactive
- Claudia
- Volunteers
- Community active and involved
- Facilities – excellent maintenance
- Sewer studies are complete

Frustrated:

- #1 Lack of progress with SMCS D
- #2 Employee Friction & Staff Skill Level & Worker Attitude (3)
- #3 Follow through & consultant performance & objectives

Other Issues:

- Reasons for Rate Increase not understood by residents
- Things move slowly
- Commission Communications with Board
- Emergency Plan Progress
- Website Information
- Community Center Facilities
- Lack of control over SMCS D spending
- More Commission volunteers
- \$1,000/year sewer fees

Worried:

- #1 Jon leaving/succession
- #2 Agreeing on fair contract with SMCS D
- #3 Future Board election undermining current progress

Other Issues:

- Board succession
- Working relationship within Staff
- Unfunded liabilities (pensions, etc.)
- Balancing of resources vs. abilities
- Public's expectations during an emergency situation
- OSHA/Safety Issues
- State & local government cuts for Tam Valley
- Decreased Motivation

D. ADDITIONAL DISCUSSION

E. 2011 GOALS

From this list of issues, the following goals were developed for 2011:

GOALS:

1. GM ELAM RETIRING AND SEARCH FOR HIS REPLACEMENT

The Board has requested additional flexible time to conduct a search for a replacement General Manager with a target replacement date of June 2012 and succession planning to begin no later than December 2011.

2. CREW TRAINING/ISSUES

The Board would like employee policies to be expanded to clarify information on bullying and workplace violence. The Board will also appoint a subcommittee to discuss HR issues and look into an outside HR retainer to be available on call.

3. SMCS D CONTRACT

The Board would set in place a goal of a signed contract by the end of 2011 which would include a plan of action, communication expectations between the two agencies, a 5% cap on spending, and discussion of future boundary discussion.

4. COMMUNITY COMMUNICATION

The Board is requesting the TCS D website should be upgraded to a more user-friendly format, that Staff should continue to collect information for compilation into easily distributed metrics, to establish a quarterly public facility tour, and continue emphasis on cross-sell customer information.

Additional:

- Measurement of Key Consultant Performances including Nute Engineering or other outside contractors
- Improve the TCSD Staff Skill Level
- Complete the Disaster Preparedness Report – Contact representative at Marin County Emergency Preparedness to discuss with the Board at a future meeting what the County's plan is and what would be expected from the District
- Develop flow metrics for year to year treatment
- Commission Contact – Letter to both Park & Recreation and Revitalization & Safety Commissions with the Board meeting schedule so they can be sure to attend or send a representative

MOTION TO ADJOURN

M/S/C

L. Johnson/J. Jacobs

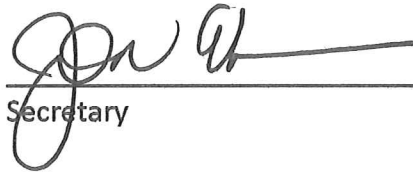
AYES: 5

NAYS: 0

5. ADJOURNMENT – 2:30pm



President



Secretary

NEXT MEETING:

Meeting: TCSD REGULAR BOARD MEETING
Date: February 16, 2011 Time: 7:00pm
Location: 305 Bell Lane, Mill Valley