

MEMORANDUM

Date: August 14, 2023
To: Board of Directors
From: Mimi Morris, General Manager
Subject: General Manager's Report

ADMINISTRATION

GENERAL STAFFING UPDATE

The District has received a dozen applications for the position of Finance and Administration Director and will be interviewing the top candidates during the week of August 28th.

Staff fully reconciled all Employee Vacation Leave Credit Balances with our automated payroll system's records, corrected programmatic errors found in the system, and met with each employee regarding the reconciliations. Staff are performing the same check on the Sick Leave Credits and hope to finalize those by mid-September.

Staff have been addressing billing issues and has identified some aspects of the new statement template that need to be improved to better distinguish between the Statement Date and the Payment Due Dates and clarify payment mechanisms and when penalty situations arise.

Staff have also been working with Tyler Technologies on the set up of online credit card payments that are part of the new Utility Billing system. Customers are currently being charged a credit card transaction fee of \$4.95 per \$300 bill, with an additional \$4.95 for each additional \$300 charge. The new system will be a flat \$4.00 per bill.

That said, customers will incur no fees at all if they sign up for direct payments through the new system through what is called in Tyler a "Bank Draft" but which many customers are more familiar with by the terms ACH or electronic funds transfer. Staff will be initiating in-person signup and trainings sessions starting in late September to share with customers this automated payment approach.

Staff also received notice last week from the State Controller's Office that an additional report, on Government Compensation, was due in April of this year, but was never submitted. Staff requested and received an extension, avoiding a fine, and are working to complete the required submission as soon as possible.

FINANCIAL UPDATE

The 2020-2021 CFD Audit (the audit of the District's Special Assessment District) was completed on July 25, 2023.

The 2020-2021 CSD Audit is expected to be completed in the next week or two.

EMPLOYEE DEVELOPMENT

Front Desk and Administrative Staff attended a virtual De-Escalation Training last week to develop skills to better handle increasingly disruptive customers.

Training on Supervisorial Responsibilities including documentation and effective evaluations is planned for the next month.

EXAMS PASSED

None this month.

OPERATIONS

Staff are submitting an augmentation request for the Integrated Water Master Plan (IWMP) contract in anticipation of additional data analysis and additional public sessions. The proposal will be an action item in today's meeting.

DEVELOPMENT and SECURITY

Will be addressed at the Board Meeting by Michael Fritschi and Kelly Benitez, respectively.

OUTREACH & REGIONAL COMMUNICATION

KIWANIS EVENT

The Kiwanis Club of Rancho Murieta has invited the District to participate in a Kids' Open House/Fair/Expo on Sunday, September 10th, at Stonehouse Park along with many other community groups, including RMA and we look forward to being a part of this positive event. District staff will attend to share information about what we do.

The General Manager met with the Murieta Gardens Board Members regarding the relocation of a security camera to a more centralized location and is in the process of getting quotes on the cost of a relocation to a spot that better meets the needs of the neighborhood.

COMMITTEE CHANGES

COMMUNICATIONS COMMITTEE

Due to workload constraints, the Communications Committee has been postponed until early October. Staff will meet with the Committee members in late September to establish the October agenda.