

GOVERNANCE GUIDE 2017

Board of Directors and General Manager



Tuolumne Utilities District
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Board President and Board of Directors Success and Image

► ***Criteria for Judging Board Success:***

- 1. Defining the TUD Vision and using it in decision making**
- 2. Setting Goals with specific actions and deliverables, and meeting the Goals and agenda**
- 3. Having positive relations with other governments and governmental agencies/entities**
- 4. Working together in a respectful manner**
- 5. Having the ability to agree to disagree**
- 6. Involving the public in a positive manner**
- 7. Having an efficient water and wastewater operation with no accidents that provides clean water and effectively treats wastewater**
- 8. Operating within the District's financial means and within the adopted budget**
- 9. Having satisfied/"happy" customers**
- 10. Providing leadership for the future**
- 11. Having a sustainable TUD operation and services**
- 12. For the people, by the people, adding value to the community**

► ***Board Desired Image in the Community***

- 1. Respected by the public and other governmental entities/agencies**
- 2. Ability to make decisions that focus on the future and add value to the community**
- 3. Truthful and open to input and questions**
- 4. Knowledgeable about TUD issues and operations**
- 5. Taking actions with public input**
- 6. Value to the rate payers**
- 7. Presenting a positive image to the public**
- 8. Sound, responsible financial management**
- 9. Looking to the future and having a Plan that reflects TUD Vision and Mission**
- 10. Meeting all State of California and federal government requirements and standards**

House Rules: Code of Conduct and Civility [Signed by All Board Members]

- 1. Agree to disagree and move on to the next topic**
- 2. Be truthful and honest**
- 3. Listen to the person, attempt to understand their point of view**
- 4. Be respectful and kind to all**
- 5. Ask questions**
- 6. Have a thorough discussion**
- 7. Represent the Board positions, decisions and directions**
- 8. Acknowledge and appreciate the expertise of the other person – Board members and TUD staff**
- 9. Work together as a team – with the community, among the Board and as the TUD organization**
- 10. Acknowledge the success, performance and expertise of TUD staff**
- 11. Make timely decisions**
- 12. Once the Board has made a decision, move on – avoid recycling issues**
- 13. Be attentive to speaker – avoid “sidebar”**

Board President and Board of Directors Protocol and Operating Guidelines

Protocol 1

Requests for Simple Information – Readily Available

- a. Contact the General Manager by cellphone, email, text or a Key Manager who will copy the General Manager
- b. Share your request, your expectations, your time frame and your desired method of communications – phone call, copy email, report
- c. Response will go to the individual Board member making the request

Protocol 2

Requests for Research on a Topic

- a. Contact the General Manager
- b. Discuss and focus your request, your expectations, your time frame, related topics or issues, alignment with the Vision, Goals and Action Agenda.
- c. If the request requires a significant amount of time, the topic will taken to the Board for direction and any adjustment to the Action Agenda.
- d. Response will be reviewed with the General Manager and the Board members.
- e. The response will go to all Board members.

Protocol 3

Citizen Service Request

First Contact with TUD

- a. Call or text the General Manager or Answering Service
- b. Share the services request and any relevant background information, your expectations, your desire for information or feedback regarding this request

Unsatisfactory Contact/Experience

- a. Contact the General Manager
- b. Share background information, your expectations of actions and desire for a call back
- c. General Manager will share any trends or related issues

Protocol 4

Urgent Information

- a. General Manager will call or text
- b. General Manager may send an email with appropriate detailed information regarding the situation or event

Protocol 5	Board Agenda
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Placing an item on the Agenda

- a. Make a request with background information**
- b. Present the request to the President or bring it up at a formal Board meeting**
- c. Board President and General Manager will review each request and finalize for a future agenda**

Questions on Agenda Item

- a. Contact the General Manager as early as possible**
- b. Response goes to the individual Board member asking the question**
- c. Staff may incorporate the information in their presentation at a Board meeting**

Protocol 6	Communications among the Board of Directors and TUD Staff
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- a. Follow the “Brown Act”**
- b. Share information**
- c. Avoid deliberation outside the public forum**
- d. Avoid “Reply All”**
- e. 1 – 1 Meeting with General Manger**

Protocol 7	Board Study Sessions
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- a. Study Session**
- b. Purposes: discussion and direction on “Major Topics” – particularly Activities from Action Agenda 2016 – 2017**
- c. Board President conducts the workshop**
- d. 4th Tuesday 2:00 PM**

Protocol 8	Representative/Speaking for TUD and the Board
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- a. Primary: President, General Manager**
- b. Designated Representative to other Body: Represent TUD/Board Direction**

Protocol 9	Ambassador for TUD
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- a. Share information**
- b. Represent TUD Board: decisions, direction and actions**
- c. Meet with various community organizations**

Board of Directors: Expectations and Actions

► ***Expectations:***

- 1. Establish annual Action Agenda – Policy, Management, Management in Progress and Major Projects**
- 2. Have flexibility with Goals and Action Agenda when need to be true to TUD Vision and Mission**
- 3. Have respect for TUD and their professional, “best” efforts**
- 4. Make decisions based upon “what is best” for TUD, the community and our customers**
- 5. Communicate with the General Manager in an open, honest and direct manner**
- 6. Provide the General Manager feedback on communications and performance**
- 7. Represent TUD, its policies, Strategic Plan to the community and other governmental agencies/entities**

General Manager: Expectations and Actions

► ***Expectations:***

- 1. Lead and manage the TUD organization**
- 2. Provide accurate, timely and truthful communications and information**
- 3. Treat each individual Board member in a fair and equitable manner**
- 4. Keep all Board members informed and up-to-date**
- 5. Bring up new ideas, provide creative suggestions**
- 6. Solve problems**
- 7. Support full discussion of key issues by the Board or individual Board members**
- 8. Adhere to Board policies and direction**
- 9. Look for ways to celebrate TUD successes and achievements**
- 10. Provide complete, professional reports and recommendations supported by data**
- 11. Follow and implement the Strategic Plan and the annual Action Agenda**
- 12. Represent TUD operations and organization to other governmental/regulatory agencies**