

# AGENDA

## NOTICE OF REGULAR MEETING

**TIME:** 6 p.m.

**DATE:** Tuesday, March 21, 2023

**PLACE:** Regular Meeting Place  
7051 Dublin Boulevard, Dublin, CA  
www.dsrds.com

The Boardroom is open to the public during open session. Due to the COVID-19 pandemic, meeting attendees are required to conduct a self-screening before entering District facilities. Face coverings are optional.

**Our mission is to protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.**

1. CALL TO ORDER
2. PLEDGE TO THE FLAG
3. ROLL CALL – Members: Goel, Govindarao, Halket, Johnson, Vonheeder-Leopold
4. SPECIAL ANNOUNCEMENTS/ACTIVITIES
  - 4.A. New Employee Introductions
5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC)

At this time those in the audience are encouraged to address the Board on any item of interest that is within the subject matter jurisdiction of the Board and not already included on tonight’s agenda. Comments should not exceed five minutes. Speaker cards are available from the District Secretary and should be completed and returned to the Secretary prior to addressing the Board. The President of the Board will recognize each speaker, at which time the speaker should proceed to the lectern, introduce him/herself, and then proceed with his/her comment. Written comments received by 3 p.m. on the day of the meeting will be provided to the Board.
6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS)
7. CONSENT CALENDAR

Matters listed under this item are considered routine and will be enacted by one Motion, in the form listed below. There will be no separate discussion of these items unless requested by a Member of the Board or the public prior to the time the Board votes on the Motion to adopt.

  - 7.A. Approve Regular Meeting Minutes of March 7, 2023  
**Recommended Action:** Approve by Motion
  - 7.B. Approve Change Order No. 4 for the WWTP SCADA Improvements Project (CIP 05-3206)  
**Recommended Action:** Approve by Resolution
  - 7.C. Approve Salary Range for New Finance Supervisor Job Classification and Abolish Utility Billing and Customer Services Job Classification  
**Recommended Action:** Approve by Resolution

- 7.D. Adopt Pay Schedule in Accordance with California Code of Regulations, Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and Rescind Resolution No. 63-22  
**Recommended Action:** Adopt by Resolution

8. BOARD BUSINESS

- 8.A. Receive Presentation on District's Water Conservation Status  
**Recommended Action:** Receive Presentation and Provide Direction
- 8.B. Receive Update on a Proposed Joint Tri-Valley Residential Recycled Water Fill Station  
**Recommended Action:** Receive Update and Provide Direction
- 8.C. Receive Presentation on the 2023 Strategic Plan Update  
**Recommended Action:** Receive Presentation and Provide Direction
- 8.D. Receive Report on District-Related Education and Events Supporting Leadership Opportunities Available to Local Community-Based Youth Organizations  
**Recommended Action:** Receive Report and Provide Direction

9. REPORTS

9.A. Boardmember Items

- 9.A.1. Joint Powers Authority and Committee Reports  
DSRSD/City of Pleasanton Liaison – March 20, 2023
- 9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors
- 9.A.3. Request New Agenda Item(s) Be Placed on a Future Board or Committee Agenda

9.B. Staff Reports

- 9.B.1. Event Calendar
- 9.B.2. Correspondence from the Board

10. ADJOURNMENT

*All materials made available or distributed in open session at Board or Board Committee meetings are public information and are available for inspection during business hours by calling the District Secretary at (925) 828-0515. A fee may be charged for copies. District facilities and meetings comply with the Americans with Disabilities Act. If special accommodations are needed, please contact the District Secretary as soon as possible, but at least two days prior to the meeting.*

**DUBLIN SAN RAMON SERVICES DISTRICT  
MINUTES OF A REGULAR MEETING OF THE BOARD OF DIRECTORS**

**March 7, 2023**

1. CALL TO ORDER

A regular meeting of the Board of Directors was called to order at 6 p.m. by President Vonheeder-Leopold

2. PLEDGE TO THE FLAG

3. ROLL CALL

Boardmembers present at start of meeting:

President Georgean M. Vonheeder-Leopold, Vice President Ann Marie Johnson, Director Arun Goel, Director Dinesh Govindarao, and Director Richard M. Halket.

District staff present: Dan McIntyre, General Manager; Jan Lee, Assistant General Manager; Carol Atwood, Administrative Services Director/Treasurer; Steve Delight, Engineering Services Director/District Engineer; Jeff Carson, Operations Director; Michelle Gallardo, Special Assistant to the General Manager; Douglas E. Coty, General Counsel; and Nicole Genzale, Executive Services Supervisor/District Secretary.

4. SPECIAL ANNOUNCEMENTS/ACTIVITIES

5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC) – 6:02 p.m. No public comment was received.

6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS) – No changes were made.

7. CONSENT CALENDAR

Director Halket requested Item 7.B be removed for discussion. The Board agreed to remove Item 7.B for discussion, and took Consent Calendar Items 7.A and 7.C and passed these Items first.

Director Halket MOVED for approval of Items 7.A and 7.C on the Consent Calendar. Director Goel SECONDED the MOTION, which CARRIED with FIVE AYES.

7.A. Approve Regular Meeting Minutes of February 21, 2023 – Approved

7.B. REMOVED – Consider Approval of Director Attendance at City of Dublin’s 39th St. Patrick’s Day Celebration Events on March 18, 2023 and March 19, 2023

Director Halket stated his objection to approving Director attendance at the St. Patrick’s Day events for day of service compensation, as he views attendance as social in nature rather than related to District business. The Board discussed the matter and agreed it would not approve the item for such reason.

Director Goel MOVED to Disapprove Item 7.B. to Consider Approval of Director Attendance at City of Dublin’s 39th St. Patrick’s Day Celebration Events on March 18,

2023, and March 19, 2023. General Counsel Coty then advised that it was not necessary to move to disapprove an agenda item, as taking no action (lack of a motion and second) will cause the item to fail. After this advisement, no Director opted to make a second and the unnecessary motion to disapprove the item failed.

The item was not approved due to lack of action.

- 7.C. Award Contract to Maze & Associates for Auditing Services for Dublin San Ramon Services District and the Livermore-Amador Valley Water Management Agency for Fiscal Year Ending 2023 and Authorize the General Manager to Exercise up to Four One-Year Renewals – Approved

8. BOARD BUSINESS

- 8.A. Receive Presentation on the Operations Workforce Study

Assistant General Manager Lee reviewed the item for the Board and provided the Board a presentation which was added to the website as supplemental materials. She introduced the Raftelis consultant team members Ms. Rebekka Hosken, Mr. Ben Kittleson, and Mr. Scott Parker who conducted the Study. The presentation described the water, wastewater, and recycled water services the District provides and reviewed the historical and current staffing levels to support them. The District's last work force study was completed in 2004 and projected the need to increase full-time operations staff from 61 to 91 to adequately support DSRSD's service area build-out, which is fast approaching. Currently, the District has 75 staff supporting the potable, collection, and recycled water infrastructure which has approximately doubled in size over the last 20 years.

The team reviewed the approach, methodology, findings, and recommendations contained in the Study. The District showed strengths in staff dedication, pride, and teamwork, handling a broad spectrum of operations, and appreciation for the District's safety program. Areas for improvement were preventative maintenance and safety, plant operations and laboratory staff capacity, regulatory compliance and administrative support, and clarification of evolving roles. The Study recommended increasing operations staff by 14 full-time positions and reorganizing areas within the operations divisions for appropriate support and increased efficiencies. The District is managing aging and new infrastructure that requires more support and specialization.

The Board and staff discussed various aspects of the Study, including the recommendation to add several new positions. Staff proposed to layer in the recommended positions over two budget cycles to allow for assessment of workload impacts and staff capacity, identify efficiency issues, and clarify roles and responsibilities. The Board acknowledged that staff has been providing great service despite being understaffed for many years, and that the maintenance of the District and well-being of staff is unsustainable as is. The Board thanked staff and the consultant team for an excellent presentation.

8.B. Receive Draft Regional and Local Wastewater Rate Study, Authorize Proposition 218 Notice, and Set Public Hearing

Administrative Services Director Atwood and Financial Analyst Corinne Ferreyra reviewed the item for the Board and provided the Board a presentation that was added to the website as supplemental materials. Ms. Atwood introduced HDR, Inc. consultant Mr. Kevin Lorentzen who conducted the Study. Staff explained the Study's purpose to develop an analysis to sustain the District's wastewater infrastructure, reflecting prudent financial planning, meeting Proposition 218 requirements, and applying sound methodologies. Key areas identified are to conduct an independent analysis of the regional and local systems, propose rates to fund each of them, and design rates that are easy to understand and continue to be cost-based. The District's revenue requirements, cost of service process, and rate design were evaluated to forecast rates for residential and commercial customers over the next five years. Staff reviewed all customer class rate proposals and highlighted that DSRSD's annual service charge for single family residential ranks fourth lowest across 35 Bay Area wastewater agencies (DSRSD's charge is \$495 compared to charges from \$342 to \$1,589). The next steps in the process are to authorize sending the Proposition 218 notices to property owners and tenants, set a public hearing to consider adoption of the rates, conduct public outreach, and tabulate any valid protests received.

The Board and staff discussed various aspects of the presentation including the proposed rates and subsequent inflationary adjustments, rate justifications, and impacts to single-family homes with accessory dwelling units (ADU), multi-family residences, and commercial properties. Staff noted that ADU rates increased to reflect current data showing higher flows. They also discussed the five-year rate schedule and options should rate adjustments need to be made in any given year. The Board and staff also discussed the necessary tasks and timelines in order to timely adopt the rates and have the rates applied to the property tax roll. The Board directed staff to move forward with the next steps as recommended, and requested that related outreach materials provide further clarity and context to ensure customers understand the proposed rates.

Vice President Johnson MOVED to Authorize the Proposition 218 Notice and Set a Public Hearing for May 2, 2023. Director Goel SECONDED the MOTION, which CARRIED with FIVE AYES.

9. REPORTS

9.A. Boardmember Items

9.A.1. Joint Powers Authority and Committee Reports – None

9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors

President Vonheeder-Leopold submitted written reports to Executive Services Supervisor/District Secretary Genzale. She reported that she attended the California Association of Sanitation Agencies (CASA) Board of Directors teleconference meeting on February 22, and the CASA Policy Forum in

Washington DC on February 27–28. She summarized the activities and discussions at the meetings.

Vice President Johnson submitted a written report to Executive Services Supervisor/District Secretary Genzale. She reported that she attended a virtual California Special Districts Association Roundtable meeting with Assemblymember Rebecca Bauer-Kahan on February 28. She summarized the activities and discussions at the meeting.

9.A.3. Request New Agenda Item(s) Be Placed on a Future Board or Committee Agenda – None

9.B. Staff Reports

9.B.1. Event Calendar – Staff reported on the following:

- The DSRSD/Pleasanton Liaison Committee meeting has been rescheduled to Monday, March 20, 2023 at 4 p.m.

9.B.2. Correspondence from the Board – None

10. ADJOURNMENT

President Vonheeder-Leopold adjourned the meeting at 8:14 p.m. in the memory of Central Contra Costa Sanitary District Director, and past CASA President, David Williams who passed on March 1, 2023.

Submitted by,

Nicole Genzale, CMC  
Executive Services Supervisor/District Secretary



**TITLE:** Approve Change Order No. 4 for the WWTP SCADA Improvements Project (CIP 05-3206)

**RECOMMENDATION:**

Staff recommends the Board of Directors approve, by Resolution, Change Order No. 4 for the WWTP (Wastewater Treatment Plant) SCADA (Supervisory Control and Data Acquisition) Improvements Project (CIP 05-3206) in the amount of \$96,212.

**BACKGROUND:**

The WWTP SCADA Improvements Project (CIP 05-3206) (“Project”) is currently underway and will: (1) replace programmable logic controllers nearing the end of their useful life cycles; (2) modernize the monitoring and control software for the WWTP; and (3) replace nine variable frequency drives (VFDs) at the WWTP. A programmable logic controller is a ruggedized industrial computer that receives inputs from process instrumentation and controls the operation of the WWTP equipment. This Project will also match SCADA equipment and software applications with the recently completed SCADA upgrade for the potable and recycled water distribution system.

**DISCUSSION:**

On March 2, 2021, the Board awarded a progressive design-build agreement (“Agreement”) for the Project to Woodard & Curran in an amount not to exceed \$407,308 for preliminary planning and design of the Project. With progressive design-build contracting, an initial contract is established with the design-build entity for “pre-construction” phase services, which includes preliminary engineering, design engineering up to the 80% design-level, and construction sequencing plans. “Pre-construction” phase services also include the development of a guaranteed maximum price for “construction” phase services, which includes the completion of final design, construction, and construction management services. As the Project moves through the various phases, change orders are required to advance to the next step.

Under the District’s Purchasing Guidelines, the General Manager has the authority to make cumulative adjustments up to \$175,000 for previously Board-approved purchase contracts. Change Order Nos. 1 and 2, in the amounts of \$21,594.00 and \$47,965.00 respectively, were authorized by the General Manager for the procurement and integration of visualization software for the WWTP SCADA system. In addition, Change Order No. 3, in the amount of \$1,466,001, was authorized by the Board in April 2022, for final design and construction services related to the installation of nine VFDs at the WWTP.

Change Order No. 4, in the amount of \$96,212, has since been prepared for the additional level of effort required to complete the preliminary design and design phases for the SCADA upgrade portion of the project. Delays related to COVID, and additional scope work items identified by the project team during the course of the design-phase have resulted in a higher than expected level of effort than was originally contemplated by Woodard & Curran in the original proposal. The recommended costs were negotiated with Woodard & Curran and determined by staff to be reasonable.

Upon authorization of Change Order No. 4, pre-construction services for the SCADA upgrade portion of the Project will be completed within the next six to nine months, including the development of a guaranteed maximum price for final design and construction services for the SCADA upgrade. Upon successful negotiation of the guaranteed maximum price, staff will recommend the authorization of a fifth change order to the Agreement for construction services related to the Project. Currently the Project has an approved construction budget of \$3.5 million, however staff anticipates that an

<b>Originating Department: Engineering and Technical Services</b>	<b>Contact: J. Ching/S. Delight</b>	<b>Legal Review: Not Required</b>
<b>Financial Review: Not Required</b>	<b>Cost and Funding Source: \$96,212 from Regional Wastewater Replacement (Fund 310)</b>	
<b>Attachments:</b> <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)	<input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution	7 of 52

increase will be required prior to the next step in the Project due to the recent increase in costs for electronics. The Project will be implemented throughout late 2024, and staff estimates that the Project will be fully complete by mid-2025.

This change order is 100% funded by the Regional Wastewater Replacement (Fund 310). As of the end of fiscal year 2022, the working capital for the Regional Wastewater Replacement Fund is \$33.9 million and the minimum reserve is approximately \$14 million for this fund.



RESOLUTION NO. \_\_\_\_\_

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT APPROVING CONTRACT CHANGE ORDER NO. 4 FOR THE WWTP SCADA IMPROVEMENTS PROJECT (CIP 05-3206)

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WHEREAS, the Board of Directors approved the District’s Capital Improvement Program (“CIP”) Ten-Year Plan for Fiscal Years 2022 through 2031 (“CIP Plan”) on June 1, 2021, to serve as a budgetary planning document providing direction and guidance, in accordance with District policies, for the replacement and improvement of existing District facilities and the construction of new facilities; and

WHEREAS, the Board of Directors adopted the current CIP Two-Year Budget for Fiscal Years 2022 and 2023 (“CIP Budget”) on June 1, 2021, authorizing fund budgets for fiscal years 2022 and 2023 to meet the District’s capital infrastructure needs; and

WHEREAS, the CIP Budget included the WWTP SCADA Improvements Project (CIP 05-3206) (“Project”) to obtain a modern, reliable, fully integrated, secure, cost-effective SCADA (Supervisory Control and Data Acquisition) system to enhance the operational reliability of the regional wastewater treatment plant and to replace nine variable frequency drives (VFDs); and

WHEREAS, on March 2, 2021, the Board awarded a progressive design-build agreement (“Agreement”) to Woodard & Curran in the amount of \$407,308 for pre-construction services associated with the Project, which include preliminary engineering and design development up to the 80% level; and

WHEREAS, in October 2021, Change Order No. 1, in the amount of \$21,594, was authorized by the General Manager for the procurement of visualization software for the WWTP SCADA system; and

WHEREAS, in January 2022, Change Order No. 2, in the amount of \$47,965, was authorized by the General Manager for the integration of the aforementioned visualization software for the WWTP SCADA system; and

WHEREAS, in April 2022, Change Order No. 3, in the amount of \$1,466,001 was authorized by the Board for final design services, construction services, and construction management services related to the replacement of the nine VFDs at the regional wastewater treatment plant; and

WHEREAS, staff recommends the authorization of a fourth change order to the Agreement in the amount of \$96,212 to complete the preliminary design and design phases for the SCADA upgrade portion of the Project; and

WHEREAS, in accordance with the DSRSD Purchasing Guidelines, the General Manager is authorized to adjust public works contracts in excess of \$175,000 that were originally approved by the

Res. No. \_\_\_\_\_

Board, by a maximum adjustment of \$175,000, unless additional authority is delegated in an approving resolution.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

Change Order No. 4, in an amount of \$96,212 to the progressive design-build agreement with Woodard & Curran is hereby authorized for the completion of the preliminary design and design phases for the WWTP SCADA Improvements Project.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of March, 2023, and passed by the following vote:

AYES:

NOES:

ABSENT:

\_\_\_\_\_  
Georgan M. Vonheeder-Leopold, President

ATTEST: \_\_\_\_\_  
Nicole Genzale, District Secretary



**TITLE:** Approve Salary Range for New Finance Supervisor Job Classification and Abolish Utility Billing and Customer Services Job Classification

**RECOMMENDATION:**

Staff recommends the Board of Directors approve, by Resolution, the salary range for the new Finance Supervisor job classification and abolish the Utility Billing and Customer Services job classification.

**SUMMARY:**

As part of a proposed reorganization to the Financial Services Division and the Utility Billing and Customer Services Division in the Administrative Services Department, the District has developed a new, broad-based Finance Supervisor classification to meet the first-line supervisory and business needs of both divisions. Staff is recommending that the Board approve the salary range for the new Finance Supervisor classification, set at \$12,452–\$15,136 per month, and abolish the Utility Billing and Customer Services Supervisor classification that will be replaced by the new Finance Supervisor classification.

**DISCUSSION:**

As a part of a proposed reorganization in the Administrative Services Department, a new, broad-based Finance Supervisor classification was created to address the first-line supervisory and business needs of the Financial Services and Utility Billing and Customer Services (UBCS) Divisions. The new Finance Supervisor classification (Attachment 1) incorporates all finance-related functions, including general ledger, payroll, project ledger and capital assets, accounts payable and accounts receivable, revenue, utility billing, and customer service. The functional area assignments for the Finance Supervisor will be based upon the function of the division in which the position resides. The Finance Supervisor classification (as assigned to supervise the UBCS Division) will replace and abolish the UBCS Supervisor classification (Attachment 2). The District met and conferred with the Mid-Management Employees’ Bargaining Unit (MEBU) on February 22, 2023, and reached agreement on the classification description, the recommended base salary, and abolishment of the UBCS Supervisor classification. The final Finance Supervisor job classification was approved by the General Manager on February 23, 2023, and staff is recommending the Board abolish the UBCS Supervisor classification.

Applicants for the Finance Supervisor position will be required to have at least a bachelor’s degree from an accredited college or university with major course work in business, accounting, or closely related field and five (5) years of increasingly responsible experience in governmental accounting or finance, including two (2) years of lead responsibility. Staff believes these requirements will allow the District to attract highly qualified applicants who possess the necessary experience and knowledge to effectively provide support and oversight for the assigned functions in the UBCS Division and the Financial Services Division.

In accordance with the District’s New Job Classification and Salary policy (P700-22-3) (Attachment 3) for all positions, the General Manager shall present the salary range to be applicable to any new or revised job classification to the Board for approval and adoption. In accordance with the District’s compensation plan and the Memorandum of Understanding (MOU) between the District and MEBU, the proposed salary range for the new Finance Supervisor is to be set internally, benchmarked at 20% below the Financial Services Manager classification. The recommended compensation for the position is \$12,452–\$15,136 per month.

<b>Originating Department: Office of the General Manager</b>	<b>Contact: S. Koehler/M. Gallardo</b>	<b>Legal Review: Not Required</b>
<b>Financial Review: Not Required</b>	<b>Cost and Funding Source: Fiscal Year Ending 2023 Operating Budget</b>	
<b>Attachments:</b> <input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input checked="" type="checkbox"/> Other (see list on right)	<b>Attachment 1 – New Finance Supervisor Class Description</b> <b>Attachment 2 – Utility Billing and Customer Services Supervisor Class Description</b> <b>Attachment 3 – New Job Classification and Salary Policy (P700-22-3)</b>	
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## Class Description

**Effective Date:** February 23, 2023  
**Job Title:** Finance Supervisor  
**W/C Code:** 8810  
**FLSA Status:** Exempt  
**Unit:** Mid-Management  
**Job Code:** MFISUP

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### **DEFINITION**

Under direction, plans, organizes, and provides direction and oversight for one or more functions of the Financial Services Division, including payroll, capital assets, general ledger, project ledger, accounts payable, accounts receivable, revenue, utility billing, procurement, and other finance functions; plans, manages, and coordinates advanced financial recordkeeping and report preparation activities; provides professional assistance to District management staff in areas of expertise; fosters cooperative working relationships with other departments, intergovernmental and regulatory agencies; and performs other related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the assigned management personnel. Exercises direct and general supervision over professional, technical, and/or administrative staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a first-line, supervisory classification within the Financial Services Division. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of the assigned function(s) of the Financial Services Division, including day-to-day operations, and short and long-range planning, including budgeting. Responsibilities include developing and implementing policies and procedures for assigned functions, program evaluation, and coordinating the activities of the assigned functions with those of other divisions and departments and managing and accomplishing the complex and varied assigned functions. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Financial Services Manager by the latter's overall responsibility for all functions of the Financial Services Division.

### **TYPICAL DUTIES**

#### **When performing all assignments:**

- Assists in the development and implementation of goals, objectives, policies, procedures and work standards for the division.
- Prepares, administers, and is responsible for the budget for assigned function; forecasts additional funds needed for staffing, equipment, materials, and supplies; administers the approved budget.
- Provides for the selection, training, professional development and work evaluation of division staff; implements discipline as required; and provides policy guidance and interpretation to staff.

- Develops, reviews, and implements policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures.
- Assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; implements change as directed by the Financial Services Manager.
- Assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures; prepares various staff reports on operations and activities.
- Prioritizes and allocates available resources; and reviews and evaluates program and service delivery, makes recommendations for improvement, and ensures maximum effective service provision.
- Defines scope of work, develops Request for Proposals, reviews proposals, recommends vendors, reviews plans, programs, creates and monitors schedules and progress, procures, negotiates, manages change orders and contract amendments, and approves invoices.
- Participates in designing, testing, and implementing new technology solutions to meet business needs; coordinates the maintenance of and updates to the District's financial software system.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
- Maintains and directs the maintenance of working and official divisional files.
- Monitors changes in laws, regulations, and technology that may affect divisional operations; and implements policy and procedural changes as required.
- Provides technical advice to the District's management and the Board of Directors in area of expertise.
- Prepares correspondence, financial and statistical reports, maintains a variety of records, and makes presentations.
- Assists in the establishment of forms and procedures relating to financial recordkeeping methods.
- Serves as a resource for District staff in resolving problems related to assigned Financial function.
- Builds and maintains positive working relationships with co-workers, other District employees, and the public.

**When assigned to General Ledger functions:**

- Oversees and ensures the integrity of the general ledger, including reconciling and analyzing transactions, implementing accounting procedures, and preparing accurate and timely financial analyses and reports.
- Oversees and directs month/year end and audit process; assumes the lead role including assigning reconciliations, preparing supporting documentation and footnotes, and serving as a liaison to external auditors.
- Leads implementation of Governmental Accounting Standards Board (GASB) statements.
- Coordinates, reviews, evaluates, and recommends improvements to the District's administrative and financial internal control systems and procedures.
- Oversees, directs, and supervises the preparation of annual financial reports such as Annual Comprehensive Financial Report (ACFR), State Controller's Report, and Financial Assurance Test.

**When assigned to Payroll functions:**

- Oversees and supervises the District's payroll function including preparation and reporting; reviews payroll for accuracy and compliance with federal and state payroll reporting requirements and labor regulations.
- Coordinates and supervises payroll benefit accounting.

- Coordinates with Human Resources on implementation and application of Memoranda of Understanding (MOUs), Personal Service agreements (PSAs), and Unrepresented Resolutions.
- Coordinates payroll data for workers compensation premiums, GASB reports, and other postemployment benefits (OPEB) actuarial valuations.

**When assigned to Project Ledger & Capital Assets functions:**

- Oversees and ensures the integrity of the project ledger, including reconciling and analyzing transactions, implementing accounting procedures, and preparing accurate and timely financial analyses and reports.
- Supervises and reviews reporting requirements of various federal, state, local, and private agencies related to the accounting function.
- Maintains project accounting of capital improvement project budgets.
- Capitalize capital improvement projects and calculate accumulated depreciation.

**When assigned to Accounts Payable & Accounts Receivable functions:**

- Oversees and supervises the District's account payable and accounts receivable functions.
- Reviews supporting documentation for accuracy, allocation, validity, and compliance with applicable rules and regulations.
- Coordinates with external vendors and customers to resolve problems and discrepancies as needed.
- Monitors compliance with the District's purchasing policies and federal, state and local government reporting requirements and tax filings.

**When assigned to Revenue function:**

- Oversees and ensures integration of information into the general ledger, balances subsidiary ledger activity reports to the general ledger, performs cash management, revenue and banking coordination issues; reconciles accounts receivable for general ledger input.
- Ensures timely levy of assessments and charges on property tax rolls.
- Analyses revenue trends, estimates budget projections, and prepares quarterly revenue financial reports.

**When assigned to Utility Billing & Customer Service functions:**

- Plans, organizes, supervises, and participates in water and sewer system meter reading, billing, collection, account maintenance and recordkeeping, and customer relations activities.
- Supervises the collection, reporting and reconciliation of daily cash receipts, maintenance of accounts, preparation and mailing of bills, posting and retrieval of information on payments and other records, determine shut-offs for nonpayment of bills, and arranges and supervises service initiation and termination activities.
- Establishes controls, procedures, and timeliness requirements for use with the meter reading data collections system and systems used to produce notices and billing statements; oversees collection and downloading of data into these systems, the preparation and auditing of these data, and the subsequent production and distribution of notices or transmission of billing data.
- Pursues collection procedures including property tax levies, representing the District in small claims court, performing post-judgment collections work and arranging mutually agreeable payment schedules on delinquent accounts.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Modern principles, practices, and methods of public and governmental accounting, including program budgeting, recordkeeping, cost accounting, and auditing and their application to municipal operations.
- Procedures, policies, rules and practices affecting the development, maintenance and control of fiscal and utility billing recordkeeping systems.
- General principles and practices of data processing and its applicability to accounting operations.
- Principles and practices of information technology and software and their application to financial operations.
- District-wide funds, divisions and programs, and familiarity with District procurement policies and procedures.
- District and office policies, procedures and rules; general water and sanitary system ordinances, procedures and requirements.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable federal, state, and local laws; District, department, and division regulations, codes, policies, and procedures.
- Recordkeeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Provide for the selection, training, development, motivation, and work evaluation of staff.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Administer programs and the work of staff.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Supervise and perform professional accounting work; examine, audit, analyze, interpret, prepare, and verify fiscal, financial, and statistical records and reports.
- Provide staff support in complex, sensitive, or difficult customer service-related assignments requiring a high level of independent judgment, strong analytical skills, and sophisticated knowledge of applicable laws, regulations, and contractual agreements.
- Analyze financial data and draw sound conclusions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.

- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare clear and accurate reports and analyze financial data.
- Make accurate financial, and statistical computations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.

**EDUCATION and EXPERIENCE**

The minimum qualifications described on class specifications represent the typical way to obtain the required knowledge, skills, and abilities to perform the essential duties of the job. Any combination of education, licensing, and/or experience which has provided the knowledge, skills, and abilities necessary to perform the job satisfactorily may qualify the candidates to be considered for open positions in the class specification.

Equivalent to a bachelor's degree from an accredited college or university with major course work in business, accounting, or closely related field and five (5) years of increasingly responsible experience in governmental accounting and finance, including two (2) years of lead responsibility.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Possession of a Class C Driver's License required by the State of California, Department of Motor Vehicles, to perform the duties of the position. Continued maintenance of said driver's license in compliance with established District vehicle operation standards, and the ability to be insured for the operation of a vehicle/District vehicle in accordance with the terms and conditions of the District's insurance program are conditions of continuing employment. The CSRMA driving standards are included herein by reference.

**DISASTER SERVICE WORKER**

All Dublin San Ramon Services District employees are, by State and Federal law, Disaster Service Workers. The roles and responsibilities for Disaster Service Workers are authorized by the California Emergency Services Act and are defined in the California Labor Code. In the event of a declaration of emergency, any employee of the District may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different than the normal work assignments and may continue into the



recovery phase of the emergency. If a “Local Emergency” is declared during the employee’s shift, employees will be expected to remain at work to respond to the emergency needs of the community. If a “Local Emergency” is declared outside of the employee’s shift, employees must make every effort to contact their direct supervisor or department head to obtain reporting instructions as Disaster Service Workers.

### **WORK ENVIRONMENT**

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is usually performed in a standard office environment using a computer. While performing the duties of this job, the employee is regularly required to talk or hear; and use close vision. The employee sometimes is required to taste or smell.

### **PHYSICAL DEMANDS**

#### **Standing**

Average Frequency: Up to 30 minutes.  
Duration: Seconds to 5 minutes at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Surfaces: Carpet, tile, concrete, asphalt.  
Description: Performs while communicating with coworkers during informal meetings, operating standard office equipment, accessing file drawers or shelves and performing other described job duties.

#### **Walking**

Average Frequency: ½ hour to 1 hour.  
Duration: Seconds to 5 minutes at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Surfaces: Carpet, tile, concrete, asphalt.  
Description: Performs within building, to and from offices, relocating files/paperwork, office supplies, using carts, and performing other described job duties.

#### **Sitting**

Average Frequency: 6 ½ to 7 hours.  
Duration: 30 minutes to 1 hour at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Surfaces: Cushioned vehicle seat or office chair.  
Description: Performing various desk station activities including a computer, reading, writing, driving a vehicle and performing other described job duties.

#### **Kneeling/Crouching/Squatting**

Average Frequency: 0 to 2 times.

Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: Seconds at a time.  
Surfaces: Tile, carpet.  
Description: Performs while retrieving or positioning paperwork/files or boxes on and off lower shelves, drawers, or ground level, and performing other described job duties.

**Crawling**

Not a job requirement.

**Laying on Back/Stomach**

Not a job requirement.

**Climbing/Balancing**

Average Frequency: 0 to 2 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: Seconds at a time.  
Surfaces: Vehicle floorboard.  
Description: Performs while entering or exiting a vehicle cab, one step.

**Reaching**

**Above Shoulder Level:**

Average Frequency: 0 to 2 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Description: Performs while retrieving or positioning paperwork/files on and off upper shelves. Unilateral or bilateral upper extremities from less than full-to-full extensions at each occurrence. A variable to reaching above shoulder level includes employee's height.

**Between Waist and Shoulder Level:**

Average Frequency: 3 to 4 hours.  
Duration: Seconds to 20 minutes at a time.  
Maximum Frequency: Up to 6 hours.  
Duration: Seconds to 20 minutes at a time.  
Description: Performs while utilizing a computer keyboard and input device to enter or retrieve data, which includes reaching within the primary reach zone, operating standard office equipment including a copy or fax machine, handling office supplies, driving a vehicle in conjunction with maneuvering a steering wheel, and performing other described job duties. Unilateral or bilateral upper extremities from less than full-to-full extensions on each occurrence.

**Below Waist Level:**

Average Frequency: 0 to 2 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: Seconds at a time.

Description: Performs while retrieving or positioning paperwork/files or boxes on and off lower shelves, drawers, or ground level, and performing other described job duties. Unilateral or bilateral upper extremities from less than full-to-full extensions on each occurrence.

**Pushing/Pulling**

Average Frequency: Up to 10 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Description: Performs while opening or closing file cabinet drawers. Unilateral or bilateral arm use.

**Twisting/Rotating**

**Waist:**

Not a job requirement.

**Neck:**

Average Frequency: 1 to 2 hours.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Description: Performs during normal body mechanics, performing general office tasks, driving, and performing other described job duties.

**Wrists:**

Average Frequency: Up to 15 minutes.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Description: Performs while handling office supplies and paperwork and performing other described job duties. Unilateral or bilateral hand use.

**Bending**

**Waist:** Alternated with squatting, employee preference.

**Head/Neck:**

Average Frequency: 2 to 3 hours.  
Duration: Seconds to 5 minutes.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Description: Performs during normal body mechanics, reading, writing and reviewing paperwork, operating standard office equipment, performing general office tasks and performing other described job duties.

**Wrists:**

Average Frequency: 2 to 3 hours.  
Duration: Seconds to 5 minutes at a time.  
Maximum Frequency: Average frequency is consistent.

Duration: N/A  
Description: Performs during normal body mechanics, while handling office supplies and paperwork, driving in conjunction with maneuvering a steering wheel, and performing other described job duties. Unilateral or bilateral hand use.

**Lifting/Carrying**

**0 to 10 lbs.**

Objects: Writing utensils, paperwork/files, telephone handset, office supplies, standard office tools and other related items.

Average Frequency: 2 to 3 hours.

Maximum Frequency: Average frequency is consistent.

Duration: Seconds to 15 minutes at a time.

Distance: Up to 50 feet.

Height: Ground to shoulder or above.

Description: Performs while utilizing a writing utensil to complete paperwork, using a telephone, handling paperwork or files, office supplies, and other related items.

**11 to 25 lbs.**

Not a job requirement.

**26 to 50 lbs.**

Not a job requirement.

**51 to 75 lbs.**

Not a job requirement.

**76 to 100 lbs.**

Not a job requirement.

**100+ lbs.**

Not a job requirement.

**Simple Grasping**

Average Frequency: 2 to 3 hours.

Duration: Seconds to 15 minutes at a time.

Maximum Frequency: Average frequency is consistent.

Duration: N/A

Description: Performs while handling paperwork and/or files, handling office supplies, using a telephone handset, driving in conjunction with maneuvering a steering wheel, and performing other described job duties. Unilateral or bilateral hand use.

**Power Grasping**

Not a job requirement.

**Fine Manipulation**

Average Frequency: 3 to 4 hours.

Duration: Seconds to 20 minutes at a time.

Maximum Frequency: 5 to 5 ½ hours.

Duration: Seconds to 20 minutes at a time.  
Description: Performs while utilizing a computer keyboard and input device to enter or retrieve data, which includes a combination of fine manipulation and simple grasping, sorting and handling paperwork, pressing telephone buttons to make outgoing calls, operating office equipment by pressing buttons, using writing utensils to complete paperwork, using a 10-key calculator/adding machine, and performing other described job duties. Unilateral or bilateral hand use.

**MACHINES/TOOLS**

Writing utensils  
Computer  
Standard office equipment including copy and fax machines, scanners and printers  
Telephone  
Standard office tools including staplers, stapler removers and other related items  
10-key calculator/adding machine

**PERSONAL PROTECTIVE EQUIPMENT**

None.

**WEIGHTS AND MEASURES**

None.

**NOTICE:** The Examples of Functions, responsibilities, work environment, physical demands etc. listed in this Job Analysis are representative only, and not exhaustive of the tasks that an employee may be required to perform.



## Class Description

**Effective Date:** April 7, 2021  
**Job Title:** Utility Billing & Customer Services Supervisor  
**W/C Code:** 8810  
**FLSA Status:** Exempt  
**Unit:** Mid-Management  
**Job Code:** MCSSUP

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### **DEFINITION**

Under direction, plans, organizes, and provides direction and oversight for Utility Billing & Customer Services of the District including water and sewer system billing, collection, account processing and recordkeeping, meter reading and maintenance, and customer relations functions and activities; plans, manages, and coordinates advanced financial recordkeeping and report preparation activities, and supervises the collection, reporting and reconciliation of the District's daily cash receipts; provides professional assistance to District management staff in areas of expertise; fosters cooperative working relationships with intergovernmental and regulatory agencies; and performs other related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Administrative Services Director. Exercises direct and general supervision over technical staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a mid-management, supervisory classification within the Utility Billing & Customer Services series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of the Utility Billing & Customer Services division, including day-to-day operations, and short and long-range planning, including budgeting. Responsibilities include developing and implementing policies and procedures for assigned programs, program evaluation, and coordinating the activities of the division with those of other divisions and departments and managing and accomplishing the complex and varied functions of the division. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Senior Utility Billing & Customer Services Representative by its overall responsibility for the operation of a centralized utility billing and customer services function.

### **TYPICAL DUTIES**

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the division.
- Prepares, administers, and is responsible for the budget for assigned function; forecasts additional funds needed for staffing, equipment, materials, and supplies; administers the approved budget.
- Provides for the selection, training, professional development and work evaluation of division staff; authorizes and implements discipline as required; and provides policy guidance and interpretation to staff.

## Class Description: Utility Billing & Customer Services Supervisor

- Develops, reviews, and implements policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures.
- Assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Directs, oversees, and develops the work plan related to assigned function; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures; prepares various staff reports on operations and activities.
- Prioritizes and allocates available resources; and reviews and evaluates program and service delivery, makes recommendations for improvement, and ensures maximum effective service provision.
- Plans, organizes, supervises, and participates in water and sewer system meter reading, billing, collection, account processing and recordkeeping, and customer relations activities.
- Supervises the collection, reporting and reconciliation of daily cash receipts, opening and closing of accounts, maintenance of accounts and the preparation and mailing of bills, posting and retrieval of information on payments and other records on computer terminals, determines shut-offs for nonpayment of bills, and arranges and supervises service initiation and termination activities.
- Works with Financial Services division staff to ensure integration of information into the general ledger, balances subsidiary ledger activity reports to the general ledger, and assists in resolving cash management, revenue and banking coordination issues; reconciles accounts receivable for general ledger input.
- Establishes controls, procedures, and timeliness requirements for use with the meter reading data collections system and systems used to produce notices and billing statements; oversees collection and downloading of data into these systems, the preparation and auditing of these data, and the subsequent production and distribution of notices or transmission of billing data.
- Prepares correspondence, financial and statistical reports, maintains a variety of records, and makes presentations.
- Assists in the establishment of forms and procedures relating to financial recordkeeping methods.
- Serves as a resource for District staff in resolving problems related to billing and collections.
- Pursues collection procedures including representing the District in small claims court, performing post-judgment collections work and arranging mutually agreeable payment schedules on delinquent accounts.
- Defines scope of work, develops Request for Proposals, reviews proposals, recommends vendors, reviews plans, programs, creates and monitors schedules and progress, procures, negotiates, manages change orders and contract amendments, and approves invoices.
- Participates in designing, testing, and implementing new technology solutions to meet business needs.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures, and other written materials.
- Maintains and directs the maintenance of working and official divisional files.
- Monitors changes in laws, regulations, and technology that may affect divisional operations; and implements policy and procedural changes as required.
- Provides technical advice to the District's management and the Board of Directors in area of expertise.
- Builds and maintains positive working relationships with co-workers, other District employees, and the public.
- Confers with and represents the division and the District in meetings with members of the Board of Directors, various governmental agencies, developers, contractors, business, and industrial groups and the public.
- Drives a motor vehicle.

## Class Description: Utility Billing & Customer Services Supervisor

- Performs other related duties as assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Procedures, policies, rules and practices affecting the development, maintenance and control of fiscal and utility billing recordkeeping systems.
- Basic governmental accounting principles and procedures; and practices of financial and statistical recordkeeping, including automated accounting and bookkeeping systems.
- District and office policies, procedures and rules; general water and sanitary system ordinances, procedures and requirements.
- Knowledge of basic information systems operations and concepts including billing application software.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable federal, state, and local laws; District, department, and division regulations, codes, policies, and procedures.
- Recordkeeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

#### **Ability to:**

- Provide for the selection, training, development, motivation, and work evaluation of staff.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Administer programs and the work of staff.
- Prepare and administer budgets; allocate limited resources in a cost effective manner.
- Provide staff support in complex, sensitive, or difficult customer service related assignments requiring a high level of independent judgment, strong analytical skills, and sophisticated knowledge of applicable laws, regulations, and contractual agreements.
- Supervise the collection, reporting and reconciliation of the District's daily cash receipts, perform a wide variety of recordkeeping and accounting work.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.



## **Class Description: Utility Billing & Customer Services Supervisor**

- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Prepare clear and accurate reports and analyze accounting and utility billing data.
- Make accurate financial, and statistical computations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.

### **EDUCATION and EXPERIENCE**

The minimum qualifications described on class specifications represent the typical way to obtain the required knowledge, skills, and abilities to perform the essential duties of the job. Any combination of education, licensing, and/or experience which has provided the knowledge, skills, and abilities necessary to perform the job satisfactorily may qualify the candidates to be considered for open positions in the class specification.

Equivalent to a bachelor's degree from an accredited college or university with major course work in business, bookkeeping, accounting, or closely related field and five (5) years of increasingly responsible experience in revenue collection, budgeting, or bookkeeping, including two (2) years of lead responsibility.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Possession of a Class C Driver's License required by the State of California, Department of Motor Vehicles, to perform the duties of the position. Continued maintenance of said driver's license in compliance with established District vehicle operation standards, and the ability to be insured for the operation of a vehicle/District vehicle in accordance with the terms and conditions of the District's insurance program are conditions of continuing employment. The CSRMA driving standards are included herein by reference.

### **DISASTER SERVICE WORKER**

All Dublin San Ramon Services District employees are, by State and Federal law, Disaster Service Workers. The roles and responsibilities for Disaster Service Workers are authorized by the California Emergency Services Act and are defined in the California Labor Code. In the event of a declaration of emergency, any employee of the District may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different than the normal work assignments and may continue into the

## **Class Description: Utility Billing & Customer Services Supervisor**

recovery phase of the emergency. If a “Local Emergency” is declared during the employee’s shift, employees will be expected to remain at work to respond to the emergency needs of the community. If a “Local Emergency” is declared outside of the employee’s shift, employees must make every effort to contact their direct supervisor or department head to obtain reporting instructions as Disaster Service Workers.

### **WORK ENVIRONMENT**

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is usually performed in a standard office environment using a computer. While performing the duties of this job, the employee is regularly required to talk or hear; and use close vision. The employee sometimes is required to taste or smell.

### **PHYSICAL DEMANDS**

#### **Standing**

Average Frequency: Up to 30 minutes.  
Duration: Seconds to 5 minutes at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Surfaces: Carpet, tile, concrete, asphalt.  
Description: Performs while communicating with coworkers during informal meetings, operating standard office equipment, accessing file drawers or shelves and performing other described job duties.

#### **Walking**

Average Frequency: ½ hour to 1 hour.  
Duration: Seconds to 5 minutes at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Surfaces: Carpet, tile, concrete, asphalt.  
Description: Performs within building, to and from offices, relocating files/paperwork, office supplies, using carts, and performing other described job duties.

#### **Sitting**

Average Frequency: 6 ½ to 7 hours.  
Duration: 30 minutes to 1 hour at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Surfaces: Cushioned vehicle seat or office chair.  
Description: Performing various desk station activities including a computer, reading, writing, driving a vehicle and performing other described job duties.

#### **Kneeling/Crouching/Squatting**

Average Frequency: 0 to 2 times.

## Class Description: Utility Billing & Customer Services Supervisor

Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: Seconds at a time.  
Surfaces: Tile, carpet.  
Description: Performs while retrieving or positioning paperwork/files or boxes on and off lower shelves, drawers, or ground level, and performing other described job duties.

### **Crawling**

Not a job requirement.

### **Laying on Back/Stomach**

Not a job requirement.

### **Climbing/Balancing**

Average Frequency: 0 to 2 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: Seconds at a time.  
Surfaces: Vehicle floorboard.  
Description: Performs while entering or exiting a vehicle cab, one step.

### **Reaching**

#### **Above Shoulder Level:**

Average Frequency: 0 to 2 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: N/A  
Description: Performs while retrieving or positioning paperwork/files on and off upper shelves. Unilateral or bilateral upper extremities from less than full-to-full extensions at each occurrence. A variable to reaching above shoulder level includes employee's height.

#### **Between Waist and Shoulder Level:**

Average Frequency: 3 to 4 hours.  
Duration: Seconds to 20 minutes at a time.  
Maximum Frequency: Up to 6 hours.  
Duration: Seconds to 20 minutes at a time.  
Description: Performs while utilizing a computer keyboard and input device to enter or retrieve data, which includes reaching within the primary reach zone, operating standard office equipment including a copy or fax machine, handling office supplies, driving a vehicle in conjunction with maneuvering a steering wheel, and performing other described job duties. Unilateral or bilateral upper extremities from less than full-to-full extensions on each occurrence.

#### **Below Waist Level:**

Average Frequency: 0 to 2 times.  
Duration: Seconds at a time.  
Maximum Frequency: Average frequency is consistent.  
Duration: Seconds at a time.

## Class Description: Utility Billing & Customer Services Supervisor

**Description:** Performs while retrieving or positioning paperwork/files or boxes on and off lower shelves, drawers, or ground level, and performing other described job duties. Unilateral or bilateral upper extremities from less than full-to-full extensions on each occurrence.

### **Pushing/Pulling**

**Average Frequency:** Up to 10 times.

**Duration:** Seconds at a time.

**Maximum Frequency:** Average frequency is consistent.

**Duration:** N/A

**Description:** Performs while opening or closing file cabinet drawers. Unilateral or bilateral arm use.

### **Twisting/Rotating**

#### **Waist:**

Not a job requirement.

#### **Neck:**

**Average Frequency:** 1 to 2 hours.

**Duration:** Seconds at a time.

**Maximum Frequency:** Average frequency is consistent.

**Duration:** N/A

**Description:** Performs during normal body mechanics, performing general office tasks, driving, and performing other described job duties.

#### **Wrists:**

**Average Frequency:** Up to 15 minutes.

**Duration:** Seconds at a time.

**Maximum Frequency:** Average frequency is consistent.

**Duration:** N/A

**Description:** Performs while handling office supplies and paperwork and performing other described job duties. Unilateral or bilateral hand use.

### **Bending**

**Waist:** Alternated with squatting, employee preference.

#### **Head/Neck:**

**Average Frequency:** 2 to 3 hours.

**Duration:** Seconds to 5 minutes.

**Maximum Frequency:** Average frequency is consistent.

**Duration:** N/A

**Description:** Performs during normal body mechanics, reading, writing and reviewing paperwork, operating standard office equipment, performing general office tasks and performing other described job duties.

#### **Wrists:**

**Average Frequency:** 2 to 3 hours.

**Duration:** Seconds to 5 minutes at a time.

**Maximum Frequency:** Average frequency is consistent.

## Class Description: Utility Billing & Customer Services Supervisor

Duration: N/A  
Description: Performs during normal body mechanics, while handling office supplies and paperwork, driving in conjunction with maneuvering a steering wheel, and performing other described job duties. Unilateral or bilateral hand use.

### **Lifting/Carrying**

#### **0 to 10 lbs.**

Objects: Writing utensils, paperwork/files, telephone handset, office supplies, standard office tools and other related items.

Average Frequency: 2 to 3 hours.

Maximum Frequency: Average frequency is consistent.

Duration: Seconds to 15 minutes at a time.

Distance: Up to 50 feet.

Height: Ground to shoulder or above.

Description: Performs while utilizing a writing utensil to complete paperwork, using a telephone, handling paperwork or files, office supplies, and other related items.

#### **11 to 25 lbs.**

Not a job requirement.

#### **26 to 50 lbs.**

Not a job requirement.

#### **51 to 75 lbs.**

Not a job requirement.

#### **76 to 100 lbs.**

Not a job requirement.

#### **100+ lbs.**

Not a job requirement.

### **Simple Grasping**

Average Frequency: 2 to 3 hours.

Duration: Seconds to 15 minutes at a time.

Maximum Frequency: Average frequency is consistent.

Duration: N/A

Description: Performs while handling paperwork and/or files, handling office supplies, using a telephone handset, driving in conjunction with maneuvering a steering wheel, and performing other described job duties. Unilateral or bilateral hand use.

### **Power Grasping**

Not a job requirement.

### **Fine Manipulation**

Average Frequency: 3 to 4 hours.

Duration: Seconds to 20 minutes at a time.

Maximum Frequency: 5 to 5 ½ hours.

## **Class Description: Utility Billing & Customer Services Supervisor**

Duration: Seconds to 20 minutes at a time.  
Description: Performs while utilizing a computer keyboard and input device to enter or retrieve data, which includes a combination of fine manipulation and simple grasping, sorting and handling paperwork, pressing telephone buttons to make outgoing calls, operating office equipment by pressing buttons, using writing utensils to complete paperwork, using a 10-key calculator/adding machine, and performing other described job duties. Unilateral or bilateral hand use.

### **MACHINES/TOOLS**

Writing utensils  
Computer  
Standard office equipment including copy and fax machines, scanners and printers  
Telephone  
Standard office tools including staplers, stapler removers and other related items  
10-key calculator/adding machine

### **PERSONAL PROTECTIVE EQUIPMENT**

None.

### **WEIGHTS AND MEASURES**

None.

**NOTICE:** The Examples of Functions, responsibilities, work environment, physical demands etc. listed in this Job Analysis are representative only, and not exhaustive of the tasks that an employee may be required to perform.



# Policy

<b>Policy No.:</b> P700-22-3	<b>Type of Policy:</b> Personnel
<b>Policy Title:</b> New/Revised Job Classifications and Salary	
<b>Policy Description:</b> Non-standard job classifications and/or salary requiring Board approval and adoption	
<b>Approval Date:</b> 8/19/2014	<b>Last Review Date:</b> 2022
<b>Approval Resolution No.:</b> 53-14	<b>Next Review Date:</b> 2026
<b>Rescinded Resolution No.:</b> 71-11	<b>Rescinded Resolution Date:</b> 11/15/2011

It is the policy of the Board of Directors of Dublin San Ramon Services District:

The General Manager may approve new or revised job titles, job definitions, and job duties for all standard job classifications except senior level management. Job titles, job definitions and job duties for all senior management positions shall be presented to the Board by the General Manager for approval and adoption.

For all positions, including senior level management, the General Manager shall present the salary range to be applicable to any new or revised job classification to the Board for approval and adoption. The proposed salary range for a job classification shall be consistent with District compensation structure and/or applicable Memoranda of Understanding (MOU). In the event that an approved salary range for a job classification is determined to be insufficient to recruit a qualified employee due to the unique nature of the job classification and/or due to a difficult labor market and the recommended salary for the job classification is outside the parameters contained in a MOU, the General Manager shall recommend and submit for Board approval a revised monthly salary range which is in best keeping with District practices and priorities. No new or revised salary range shall be applicable to a classification until approved by the Board. Upon approval of any new or revised salary range, the District’s salary plan shall be updated in accordance with the District’s Salary Plan policy.

Policy is current and no changes need to be adopted by the Board of Directors. <u>Status Quo Chronology:</u>	
<b>Date Adopted:</b>	
<b>August 19, 2014</b>	
Reviewed by Committee or Board:	Date:
<b>Board</b>	<b>December 4, 2018</b>
<b>Board</b>	<b>June 21, 2022</b>

RESOLUTION NO. \_\_\_\_\_

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT APPROVING THE SALARY RANGE FOR THE NEW FINANCE SUPERVISOR JOB CLASSIFICATION AND ABOLISHING THE UTILITY BILLING AND CUSTOMER SERVICES SUPERVISOR JOB CLASSIFICATION

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WHEREAS, the General Manager has authority to approve new or revised job titles, job definitions, and job duties for all standard job classifications, except senior-level management, as described in Resolution No. 53-14; and

WHEREAS, the District has a need for a general Finance Supervisor classification to oversee assigned functions in the Financial Services Division and the Utility Billing and Customer Services Division; and

WHEREAS, the Utility Billing and Customer Services Supervisor classification will be replaced by the new Finance Supervisor classification in the Utility Billing and Customer Services Division; and

WHEREAS, the Finance Supervisor and Utility Billing and Customer Services Supervisor job classifications are subject to the provisions of the Memorandum of Understanding between the District and the Mid-Management Employees' Bargaining Unit (MEBU) dated December 13, 2021; and

WHEREAS, all meet and confer obligations have been met by the District and MEBU pertaining to the creation of the new Finance Supervisor classification, and abolishment of the Utility Billing and Customer Services Supervisor classification; and

WHEREAS, for all positions, including senior-level management, the General Manager shall present the salary range to be applicable to any new or revised job classification to the Board for approval and adoption.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

1. The salary range for the Finance Supervisor job classification is set to \$12,452–\$15,136 per month; and
2. The Utility Billing and Customer Services Supervisor job classification is abolished, effective March 21, 2023.

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Res. No. \_\_\_\_\_

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of March, 2023, and passed by the following vote:

AYES:

NOES:

ABSENT:

\_\_\_\_\_  
Georgan M. Vonheeder-Leopold, President

ATTEST: \_\_\_\_\_  
Nicole Genzale, District Secretary



**TITLE:** Adopt Pay Schedule in Accordance with California Code of Regulations, Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and Rescind Resolution No. 63-22

**RECOMMENDATION:**

Staff recommends the Board of Directors adopt, by Resolution, the District Pay Schedule in accordance with California Code of Regulations (CCT), Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and rescind Resolution No. 63-22.

**DISCUSSION:**

Per Resolution No. 63-22, the Board of Directors adopted the publicly available pay schedule in accordance with California Code of Regulations (CCR), Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule.

The pay schedule has been updated with the title and salary range for the new Finance Supervisor classification, which was approved by the Board of Directors in a separate item on this evening’s agenda. The pay schedule has also been updated to remove the Utility Billing and Customer Services Supervisor classification, which was abolished by the Board of Directors in the above-mentioned separate item on this evening’s agenda.

The regulations specify that compensation earnable is defined in statute and further clarified by CCR, Title 2, Section 570.5, and that salaries shall be “duly approved and adopted by the employer’s governing body in accordance with requirements of applicable public meeting laws.” Therefore, only those pay amounts that meet the definition of compensation earnable can be used when calculating retirement benefits. This regulation applies to all employers reporting compensation to the California Public Employees’ Retirement System (CalPERS).

The pay schedule shall reflect all salaries previously agreed to by the District in accordance with the Memorandum of Understanding between the District and the Mid-Management Employees’ Bargaining Unit.

<b>Originating Department: Office of the General Manager</b>	<b>Contact: S. Koehler/M. Gallardo</b>	<b>Legal Review: Not Required</b>
<b>Financial Review: Not Required</b>	<b>Cost and Funding Source: N/A</b>	
<b>Attachments:</b> <input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)		

RESOLUTION NO. \_\_\_\_\_

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT ADOPTING A PAY SCHEDULE IN ACCORDANCE WITH THE CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 570.5 AND RESCINDING RESOLUTION NO. 63-22

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WHEREAS, the California Code of Regulations, Title 2, Section 570.5 requires the District's Board of Directors approve and adopt all pay schedules; and

WHEREAS, the Regulations require that the pay schedule be made public without reference to another document in disclosure of the pay rate; and

WHEREAS, by Resolution No. 63-22, the Board-adopted pay schedule was approved on December 20, 2022; and

WHEREAS, the pay schedule shall be updated to reflect the new base salary for the Finance Supervisor classification, effective March 21, 2023, approved by the Board earlier this evening in this regularly scheduled meeting; and

WHEREAS, the pay schedule shall be updated to remove the abolished Utility Billing and Customer Services Supervisor classification.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

1. That the pay schedule titled DSRSD Pay Schedule, set forth in Exhibit "A" and attached hereto and incorporated herein by reference, is hereby approved and adopted, and Resolution No. 63-22, attached as Exhibit "B," is hereby rescinded.

2. That the pay schedule approved and adopted by this resolution shall be periodically updated by the Board of Directors, in accordance with the California Code of Regulations requirements.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of March, 2023, and passed by the following vote:

AYES:

NOES:

ABSENT:

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Georgean M. Vonheeder-Leopold, President

ATTEST: \_\_\_\_\_  
Nicole Genzale, District Secretary

DSRSD Pay Schedule  
Pursuant to CCR Title 2 570.5

In accordance with Board-approved resolutions and the District's established payroll procedures (26 pay periods per year, 14 days per pay period).  
Time base for each pay rate: Full time employee (1.0 FTE), 40 hours per work week.

Non-Exempt, Hourly Classifications	Exempt	Code	Effective Date	Resolution #	Monthly Salary					Hourly Pay Rate				
					Step A	Step B	Step C	Step D	Step E	Step A	Step B	Step C	Step D	Step E
ACCOUNTANT I	H	pacct1	12/26/2022	67-21	8,780	9,219	9,681	10,165	10,671	50.6538	53.1865	55.8519	58.6442	61.5635
ACCOUNTING TECHNICIAN I	H	cactc1	12/26/2022	16-22	6,914	7,259	7,622	8,003	8,403	39.8885	41.8788	43.9731	46.1712	48.4788
ACCOUNTING TECHNICIAN II	H	cactc2	12/26/2022	16-22	7,604	7,985	8,384	8,804	9,244	43.8692	46.0673	48.3692	50.7923	53.3308
ADMINISTRATIVE ASSISTANT I	H	cadasc1	12/26/2022	16-22	5,822	6,113	6,419	6,740	7,077	33.5885	35.2673	37.0327	38.8846	40.8288
ADMINISTRATIVE ASSISTANT II	H	cadasc2	12/26/2022	16-22	6,405	6,726	7,062	7,414	7,784	36.9519	38.8038	40.7423	42.7731	44.9077
ADMINISTRATIVE ASSISTANT II (y-rated)	H	ycadas2	12/26/2022	16-22	0	0	0	0	8,419	0.0000	0.0000	0.0000	0.0000	48.5712
ADMINISTRATIVE ASSISTANT I - CONFIDENTIAL	H	hadasc1	12/26/2022	62-22	6,112	6,418	6,739	7,077	7,431	35.2615	37.0269	38.8788	40.8288	42.8712
ADMINISTRATIVE ASSISTANT II - CONFIDENTIAL	H	hadasc2	12/26/2022	62-22	6,725	7,061	7,413	7,784	8,173	38.7981	40.7365	42.7673	44.9077	47.1519
CONSTRUCTION INSPECTOR I	H	ccoin1	12/26/2022	16-22	8,605	9,036	9,487	9,961	10,459	49.6442	52.1308	54.7327	57.4673	60.3404
CONSTRUCTION INSPECTOR II	H	ccoin2	12/26/2022	16-22	9,464	9,937	10,434	10,956	11,504	54.6000	57.3288	60.1962	63.2077	66.3692
ELECTRICIAN I	H	celec1	12/26/2022	16-22	8,410	8,831	9,273	9,736	10,223	48.5192	50.9481	53.4981	56.1692	58.9788
ELECTRICIAN II	H	celec2	12/26/2022	16-22	9,253	9,716	10,201	10,711	11,247	53.3827	56.0538	58.8519	61.7942	64.8865
ENGINEERING/GIS TECHNICIAN I	H	centc1	12/26/2022	16-22	7,878	8,272	8,686	9,121	9,577	45.4500	47.7231	50.1115	52.6212	55.2519
ENGINEERING/GIS TECHNICIAN II	H	centc2	12/26/2022	16-22	8,668	9,102	9,558	10,035	10,536	50.0077	52.5115	55.1423	57.8942	60.7846
ENVIRONMENTAL CHEMIST I	H	pench1	12/26/2022	67-21	9,050	9,502	9,977	10,479	11,000	52.2115	54.8192	57.5596	60.4558	63.4615
ENVIRONMENTAL COMPLIANCE INSPECTOR I (CLEAN WATER)	H	cecic1	12/26/2022	16-22	7,691	8,076	8,479	8,903	9,349	44.3712	46.5923	48.9173	51.3635	53.9365
ENVIRONMENTAL COMPLIANCE INSPECTOR II (CLEAN WATER)	H	cecic2	12/26/2022	16-22	8,459	8,883	9,327	9,793	10,282	48.8019	51.2481	53.8096	56.4981	59.3192
ENVIRONMENTAL COMPLIANCE INSPECTOR II (CLEAN WATER) (y-rated)	H	ycecic2	12/26/2022	16-22	0	0	0	0	10,292	0.0000	0.0000	0.0000	0.0000	59.3769
ENVIRONMENTAL COMPLIANCE INSPECTOR I (PRETREATMENT)	H	cecip1	12/26/2022	16-22	8,327	8,743	9,180	9,639	10,120	48.0404	50.4404	52.9615	55.6096	58.3846
ENVIRONMENTAL COMPLIANCE INSPECTOR II (PRETREATMENT)	H	cecip2	12/26/2022	16-22	9,160	9,618	10,098	10,603	11,133	52.8462	55.4885	58.2577	61.1712	64.2288
ENVIRONMENTAL HEALTH & SAFETY TECHNICIAN	h	cfastc	12/26/2022	16-22	7,802	8,192	8,602	9,032	9,484	45.0115	47.2615	49.6269	52.1077	54.7154
HUMAN RESOURCES ANALYST I	H	hhran1	12/26/2022	62-22	9,692	10,176	10,684	11,221	11,782	55.9154	58.7077	61.6385	64.7365	67.9731
HUMAN RESOURCES TECHNICIAN	H	hhrtc	12/26/2022	62-22	7,802	8,192	8,602	9,032	9,484	45.0115	47.2615	49.6269	52.1077	54.7154
INFORMATION TECHNOLOGY ANALYST I	H	pitan1	12/26/2022	67-21	10,362	10,876	11,421	11,993	12,592	59.7808	62.7462	65.8904	69.1904	72.6462
INFORMATION TECHNOLOGY TECHNICIAN I	H	cistc1	12/26/2022	16-22	7,513	7,888	8,283	8,696	9,131	43.3442	45.5077	47.7865	50.1692	52.6788
INFORMATION TECHNOLOGY TECHNICIAN II	H	cistc2	12/26/2022	16-22	8,264	8,677	9,110	9,566	10,044	47.6769	50.0596	52.5577	55.1885	57.9462
INSTRUMENTATION AND CONTROLS TECHNICIAN I	H	cinstc	12/26/2022	16-22	9,075	9,528	10,005	10,505	11,030	52.3558	54.9692	57.7212	60.6058	63.6346
INSTRUMENTATION AND CONTROLS TECHNICIAN II	H	copcss	12/26/2022	16-22	9,982	10,481	11,005	11,555	12,134	57.5885	60.4673	63.4904	66.6635	70.0038
INSTRUMENTATION, CONTROLS, AND ELECTRICAL SUPERVISOR	H	meisup	12/26/2022	54-21	13,176	13,835	14,527	15,254	16,016	76.0154	79.8173	83.8096	88.0038	92.4000
JUNIOR ENGINEER	H	pjreng	12/26/2022	67-21	9,625	10,104	10,611	11,138	11,697	55.5288	58.2923	61.2173	64.2577	67.4827
LABORATORY TECHNICIAN	H	clabtc	12/26/2022	16-22	7,882	8,276	8,690	9,125	9,582	45.4731	47.7462	50.1346	52.6442	55.2808
LABORER - TEMPORARY/RA	H	tlabor	6/5/2018	28-18	0	0	3,987	4,160	4,334	0.0000	0.0000	23.0000	24.0000	25.0000
MAINTENANCE WORKER I	H	cmtwk1	12/26/2022	16-22	6,679	7,013	7,363	7,731	8,118	38.5327	40.4596	42.4788	44.6019	46.8346
MAINTENANCE WORKER II	H	cmtwk2	12/26/2022	16-22	7,348	7,715	8,101	8,505	8,930	42.3923	44.5096	46.7365	49.0673	51.5192
MANAGEMENT ANALYST I	H	padan1	12/26/2022	67-21	9,201	9,661	10,143	10,651	11,183	53.0827	55.7365	58.5173	61.4481	64.5173
MECHANIC I	H	cmec1	12/26/2022	16-22	7,734	8,121	8,527	8,953	9,401	44.6192	46.8519	49.1942	51.6519	54.2365
MECHANIC II	H	cmec2	12/26/2022	16-22	8,508	8,934	9,380	9,849	10,341	49.0846	51.5423	54.1154	56.8212	59.6596
MECHANIC II (CRANE CERTIFIED)	H	cmeccc	12/26/2022	16-22	8,721	9,157	9,615	10,095	10,600	50.3135	52.8288	55.4712	58.2404	61.1538
MECHANICAL SUPERVISOR	H	mmesup	12/26/2022	54-21	11,153	11,710	12,297	12,915	13,555	64.3442	67.5577	70.9442	74.5096	78.2019
OPERATOR-IN-TRAINING	H	cwtptot	12/26/2022	16-22	6,592	6,921	7,268	7,630	8,012	38.0308	39.9288	41.9308	44.0192	46.2231
SENIOR ELECTRICIAN	H	csrelect	12/26/2022	16-22	10,178	10,687	11,222	11,783	12,372	58.7192	61.6558	64.7423	67.9788	71.3769
SENIOR ENVIRONMENTAL COMPLIANCE INSPECTOR	H	csreci	12/26/2022	16-22	10,077	10,580	11,109	11,665	12,248	58.1365	61.0385	64.0904	67.2981	70.6615
SENIOR INSTRUMENTATION AND CONTROLS TECHNICIAN	H	csrictech	12/26/2022	16-22	10,981	11,530	12,107	12,712	13,347	63.3519	66.5192	69.8481	73.3385	77.0019
SENIOR MECHANIC	H	csrmec	12/26/2022	16-22	9,360	9,828	10,319	10,835	11,377	54.0000	56.7000	59.5327	62.5096	65.6365

DSRSD Pay Schedule  
Pursuant to CCR Title 2 570.5

Exhibit A

SENIOR MECHANIC (CRANE CERTIFIED)	H	csrmcc	12/26/2022	16-22	9,594	10,073	10,577	11,105	11,660	55.3500	58.1135	61.0212	64.0673	67.2692
SENIOR PROCESS WASTEWATER TREATMENT PLANT OPERATOR	H	cwtpo5	12/26/2022	16-22	10,114	10,619	11,151	11,708	12,294	58.3500	61.2635	64.3327	67.5462	70.9269
SENIOR UTILITY BILLING AND CUSTOMER SERVICES REPRESENTATIVE	H	ccsrp3	12/26/2022	16-22	7,890	8,285	8,699	9,133	9,590	45.5192	47.7981	50.1865	52.6904	55.3269
SENIOR WASTEWATER TREATMENT PLANT OPERATOR	H	cswtpo	12/26/2022	16-22	9,175	9,634	10,115	10,620	11,152	52.9327	55.5808	58.3558	61.2692	64.3385
SENIOR WATER/WASTEWATER SYSTEMS OPERATOR	H	cwwslo	12/26/2022	16-22	10,019	10,521	11,047	11,599	12,179	57.8019	60.6981	63.7327	66.9173	70.2635
UTILITY BILLING AND CUSTOMER SERVICES FIELD TECHNICIAN I	H	ccfdr1	12/26/2022	16-22	6,520	6,845	7,187	7,547	7,925	37.6154	39.4904	41.4635	43.5404	45.7212
UTILITY BILLING AND CUSTOMER SERVICES FIELD TECHNICIAN II	H	ccfdr2	12/26/2022	16-22	7,172	7,531	7,907	8,302	8,717	41.3769	43.4481	45.6173	47.8962	50.2904
UTILITY BILLING AND CUSTOMER SERVICES REPRESENTATIVE I	H	ccsrp1	12/26/2022	16-22	5,695	5,980	6,278	6,593	6,922	32.8558	34.5000	36.2192	38.0365	39.9346
UTILITY BILLING AND CUSTOMER SERVICES REPRESENTATIVE II	H	ccsrp2	12/26/2022	16-22	6,265	6,578	6,907	7,252	7,615	36.1442	37.9500	39.8481	41.8385	43.9327
WASTEWATER TREATMENT PLANT OPERATOR I	H	cwtpo1	12/26/2022	16-22	7,582	7,960	8,358	8,777	9,215	43.7423	45.9231	48.2192	50.6365	53.1635
WASTEWATER TREATMENT PLANT OPERATOR II	H	cwtpo2	12/26/2022	16-22	8,341	8,758	9,196	9,655	10,138	48.1212	50.5269	53.0538	55.7019	58.4885
WASTEWATER TREATMENT PLANT SUPERVISOR	H	mwtpsu	12/26/2022	54-21	11,971	12,569	13,198	13,857	14,551	69.0635	72.5135	76.1423	79.9442	83.9481
WATER/WASTEWATER SYSTEMS OPERATOR I	H	cwwso2	12/26/2022	16-22	8,079	8,482	8,907	9,352	9,820	46.6096	48.9346	51.3865	53.9538	56.6538
WATER/WASTEWATER SYSTEMS OPERATOR II	H	cwwso4	12/26/2022	16-22	8,886	9,330	9,797	10,287	10,801	51.2654	53.8269	56.5212	59.3481	62.3135
WATER/WASTEWATER SYSTEMS OPERATOR II (ON CALL)	H	cww4oc	12/26/2022	16-22	9,108	9,564	10,042	10,545	11,072	52.5462	55.1769	57.9346	60.8365	63.8769
WATER/WASTEWATER SYSTEMS SUPERVISOR	H	mwwssp	12/26/2022	54-21	12,024	12,626	13,257	13,920	14,616	69.3692	72.8423	76.4827	80.3077	84.3231

Exempt Classifications	Exempt	Code	Effective Date	Resolution #	Monthly Salary					Bi-Weekly Pay Rate				
					Step A	Step B	Step C	Step D	Step E	Step A	Step B	Step C	Step D	Step E
ACCOUNTANT II	S	pacct2	12/26/2022	67-21	9,657	10,140	10,648	11,180	11,738	4457.08	4680.00	4914.46	5160.00	5417.54
ADMINISTRATIVE SERVICES DIRECTOR	S	asm	12/26/2022	62-22	17,933	18,829	19,770	20,759	21,797	8276.77	8690.31	9124.62	9581.08	10060.15
ASSISTANT ENGINEER	S	paseng	12/26/2022	67-21	10,586	11,116	11,671	12,254	12,867	4885.85	5130.46	5386.62	5655.69	5938.62
ASSISTANT GENERAL MANAGER	S	agmgr	12/26/2022	62-22	19,278	20,243	21,254	22,317	23,434	8897.54	9342.92	9809.54	10300.15	10815.69
ASSOCIATE ENGINEER	S	paesme	12/26/2022	67-21	12,173	12,782	13,421	14,092	14,797	5618.31	5899.38	6194.31	6504.00	6829.38
CLEAN WATER PROGRAMS ADMINISTRATOR	S	pcwpsp	12/26/2022	67-21	11,384	11,953	12,551	13,178	13,837	5254.15	5516.77	5792.77	6082.15	6386.31
ENGINEERING SERVICES DIRECTOR	S	esm	12/26/2022	62-22	17,933	18,829	19,770	20,759	21,797	8276.77	8690.31	9124.62	9581.08	10060.15
ENVIRONMENTAL CHEMIST II	S	pench2	12/26/2022	67-21	9,954	10,452	10,974	11,523	12,099	4594.15	4824.00	5064.92	5318.31	5584.15
ENVIRONMENTAL HEALTH AND SAFETY PROGRAMS ADMINISTRATOR	S	pehspa	12/26/2022	67-21	11,159	11,716	12,301	12,918	13,563	5150.31	5407.38	5677.38	5962.15	6259.85
EXECUTIVE SERVICES SUPERVISOR	S	messup	12/26/2022	54-21	12,639	13,271	13,935	14,632	15,363	5833.38	6125.08	6431.54	6753.23	7090.62
FINANCE SUPERVISOR	S	mfisup	3/21/2023	TBD	12,452	13,075	13,729	14,415	15,136	5747.08	6034.62	6336.46	6653.08	6985.85
FINANCIAL ANALYST	S	pfinan	12/26/2022	67-21	10,869	11,412	11,984	12,582	13,210	5016.46	5267.08	5531.08	5807.08	6096.92
FINANCIAL SERVICES MANAGER	S	mfssup	12/26/2022	54-21	14,945	15,690	16,475	17,300	18,163	6897.69	7241.54	7603.85	7984.62	8382.92
GENERAL MANAGER	S	gm	12/26/2022	26-22	0	0	0	0	25,134	0.0000	0.0000	0.0000	0.0000	11600.31
GIS ANALYST	S	pgisa2	12/26/2022	67-21	11,092	11,648	12,228	12,840	13,484	5119.38	5376.00	5643.69	5926.15	6223.38
HUMAN RESOURCES ANALYST II	S	hhran2	12/26/2022	62-22	10,661	11,195	11,755	12,342	12,959	4920.46	5166.92	5425.38	5696.31	5981.08
HUMAN RESOURCES AND RISK MANAGER	S	mhrsup	12/26/2022	62-22	13,836	14,529	15,254	16,016	16,818	6385.85	6705.69	7040.31	7392.00	7762.15
INFORMATION TECHNOLOGY ANALYST II	S	pitan2	12/26/2022	67-21	11,395	11,965	12,563	13,191	13,851	5259.23	5522.31	5798.31	6088.15	6392.77
INFORMATION TECHNOLOGY MANAGER	S	missup	12/26/2022	54-21	14,878	15,621	16,403	17,226	18,088	6866.77	7209.69	7570.62	7950.46	8348.31
LABORATORY AND ENVIRONMENTAL COMPLIANCE MANAGER	S	mlbsup	12/26/2022	54-21	12,849	13,491	14,167	14,873	15,619	5930.31	6226.62	6538.62	6864.46	7208.77
MANAGEMENT ANALYST II	S	padan2	12/26/2022	67-21	10,120	10,627	11,158	11,716	12,301	4670.77	4904.77	5149.85	5407.38	5677.38
MECHANICAL SUPERINTENDENT	S	mmespt	12/26/2022	54-21	13,383	14,052	14,756	15,493	16,268	6176.77	6485.54	6810.46	7150.62	7508.31
OPERATIONS COMPLIANCE MANAGER	S	mocsup	12/26/2022	54-21	14,766	15,504	16,280	17,094	17,949	6815.08	7155.69	7513.85	7889.54	8284.15
OPERATIONS DIRECTOR	S	om	12/26/2022	62-22	17,933	18,829	19,770	20,759	21,797	8276.77	8690.31	9124.62	9581.08	10060.15
PRETREATMENT PROGRAMS ADMINISTRATOR	S	pprepa	12/26/2022	67-21	10,533	11,059	11,613	12,193	12,802	4861.38	5104.15	5359.85	5627.54	5908.62
PRINCIPAL ELECTRICAL ENGINEER	S	mprees	12/26/2022	54-21	15,442	16,213	17,023	17,874	18,769	7127.08	7482.92	7856.77	8249.54	8662.62
PRINCIPAL ENGINEER	S	mpreng	12/26/2022	54-21	15,442	16,213	17,023	17,874	18,769	7127.08	7482.92	7856.77	8249.54	8662.62
PRINCIPAL WATER/WASTEWATER SYSTEMS ENGINEER	S	mpwwse	12/26/2022	54-21	15,442	16,213	17,023	17,874	18,769	7127.08	7482.92	7856.77	8249.54	8662.62
PUBLIC AFFAIRS SPECIALIST	S	pcoms2	12/26/2022	67-21	10,062	10,565	11,094	11,649	12,231	4644.00	4876.15	5120.31	5376.46	5645.08

DSRSD Pay Schedule  
Pursuant to CCR Title 2 570.5

Exhibit A

<b>PUBLIC AFFAIRS SUPERVISOR</b>	S	mcasup	12/26/2022	54-21	12,808	13,447	14,121	14,828	15,570	5911.38	6206.31	6517.38	6843.69	7186.15
<b>SENIOR ENGINEER</b>	S	msengs	12/26/2022	54-21	13,684	14,369	15,087	15,841	16,633	6315.69	6631.85	6963.23	7311.23	7676.77
<b>SENIOR ENVIRONMENTAL CHEMIST</b>	S	psrech	12/26/2022	67-21	10,951	11,498	12,073	12,677	13,310	5054.31	5306.77	5572.15	5850.92	6143.08
<b>SENIOR HUMAN RESOURCES ANALYST</b>	S	ushra	12/26/2022	62-22	11,727	12,314	12,929	13,576	14,255	5412.46	5683.38	5967.23	6265.85	6579.23
<b>SPECIAL ASSISTANT TO THE GENERAL MANAGER</b>	S	spagm	12/26/2022	61-22	15,592	16,372	17,191	18,051	18,954	7196.31	7556.31	7934.31	8331.23	8748.00
<b>VISUAL COMMUNICATIONS SPECIALIST</b>	S	pgrptc	12/26/2022	67-21	10,062	10,565	11,094	11,649	12,231	4644.00	4876.15	5120.31	5376.46	5645.08
<b>WASTEWATER TREATMENT PLANT OPERATIONS SUPERINTENDENT</b>	S	mwtpos	12/26/2022	54-21	15,158	15,916	16,712	17,548	18,425	6996.00	7345.85	7713.23	8099.08	8503.85
<b>WATER/WASTEWATER SYSTEMS SUPERINTENDENT</b>	S	mwwsom	12/26/2022	54-21	14,431	15,152	15,909	16,704	17,540	6660.46	6993.23	7342.62	7709.54	8095.38

RESOLUTION NO. 63-22

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT ADOPTING A PAY SCHEDULE IN ACCORDANCE WITH THE CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 570.5 AND RESCINDING RESOLUTION NO. 16-22

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WHEREAS, the California Code of Regulations, Title 2, Section 570.5 requires the District's Board of Directors approve and adopt all pay schedules; and

WHEREAS, the Regulations require that the pay schedule be made public without reference to another document in disclosure of the pay rate; and

WHEREAS, by Resolution No. 16-22, the Board-adopted pay schedule was approved on April 5, 2022; and

WHEREAS, the pay schedule shall be updated to reflect the title change for job classification of "Facilities and Safety Technician" to "Environmental Health and Safety Technician" effective December 2, 2022; and

WHEREAS, the pay schedule shall be updated to reflect the new base salary for the Special Assistant to the General Manager classification, effective December 26, 2022; and

WHEREAS, the Mid-Management Employees' Bargaining Unit (MEBU) have met in good faith and agreed to labor contracts effective December 13, 2021, through December 21, 2025; and

WHEREAS, the International Federation of Professional and Technical Engineers, Local 21 (Local 21) have met in good faith and agreed to labor contracts effective December 13, 2021, through December 21, 2025; and

WHEREAS, the Stationary Engineers, Local 39 (Local 39) have met in good faith and agreed to labor contracts effective December 13, 2021, through December 21, 2025; and

WHEREAS, the Board amended the Unrepresented Employees Salary and Benefits Resolution, effective December 13, 2021, earlier this evening at this regularly scheduled meeting; and

WHEREAS, the General Manager has a Personal Services Agreement in place effective April 5, 2016 and amended on June 7, 2022; and

WHEREAS, the specific language of the labor contracts, salary and benefits resolution, and personal services agreement establish new base salaries effective the first day of the first pay period of calendar year 2023.

\*\*\*\*\*

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

1. That the pay schedule titled DSRSD Pay Schedule, set forth in Exhibit "A" and attached hereto and incorporated herein by reference, is hereby approved and adopted, and Resolution No. 16-22, attached as Exhibit "B," is hereby rescinded.

2. That the pay schedule approved and adopted by this resolution shall be periodically updated by the Board of Directors, in accordance with the California Code of Regulations requirements.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 20th day of December, 2022, and passed by the following vote:

AYES: 3 – Directors Richard M. Halket, Arun Goel, Georgean M. Vonheeder-Leopold

NOES: 0

ABSENT: 1 – Director Ann Marie Johnson

ATTEST:

  
Nicole Genzale, District Secretary

  
Georgean M. Vonheeder-Leopold, President



**TITLE:** Receive Presentation on District's Water Conservation Status

**RECOMMENDATION:**

Staff recommends the Board of Directors receive a presentation on the District's water conservation status and provide direction.

**SUMMARY:**

Per the Board of Directors' declaration of a Stage 2 Water Shortage Emergency, the District has a target of 15 percent water conservation on an annualized basis. This report highlights February 2023 activities and actions in response to the emergency declaration. The District's potable water use in February 2023 was nearly 17 percent less than in February 2020.

**DISCUSSION:**

DSRSD continues implementing water demand reduction measures to meet the District's Stage 2 Water Shortage Emergency regulations adopted by the Board on September 21, 2021, which called for a mandatory 15 percent demand reduction District-wide. These water demand reduction measures are consistent with the District's Water Shortage Contingency Plan (WSCP) and regulations on water use per District Code Chapter 4.20 as amended by Ordinance No. 350.

Below is a summary of the conservation program efforts since the last update to the Board of Directors on February 21, 2023.

**District Water Conservation Messaging and Program:**

Staff continued to focus on conservation messaging in February through the electronic newsletter and social media.

- Monthly *Pipeline eNewsletter* featured a video of the District's Assistant General Manager talking about water recycling efforts and how it benefits the community, especially during times of drought.
- Water conservation social media posts included a reminder to turn off the irrigation system during February wet weather conditions and provided a link to District's conservation rules for a refresher.
- On the website homepage, a conservation scorecard was added to the rotating slides, and a conservation message was included as a reminder that conservation is still important. A rolling 12-month conservation status was also added to the Water Conservation webpage.



<b>Originating Department: Engineering and Technical Services</b>	<b>Contact: I. Suroso/S. Delight</b>	<b>Legal Review: Not Required</b>
<b>Financial Review: Not Required</b>	<b>Cost and Funding Source: N/A</b>	
<b>Attachments:</b> <input checked="" type="checkbox"/> None <input type="checkbox"/> Ordinance <input type="checkbox"/> Other (see list on right) <input type="checkbox"/> Resolution <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation		

**Rebates Program:**

In February, staff processed and approved seven High-Efficiency Washer rebate applications and one Water-Efficient Lawn Conversion rebate application.

**District Potable Water Use and Conservation Target:**

District potable water use in February 2023 was 521 acre-feet (AF). Compared to February 2020 usage at 625 AF, the District saved almost 17 percent (see Figure 1). District was able to conserve more potable water due to the wetter month of February 2023, with total precipitation of 4.2 inches. In February 2020, there were only 0.2 inches of rainfall.

Figure 1 shows the monthly conservation results on a rolling 12-month basis from March 2022 to February 2023, with multiple months achieving more than 15 percent conservation. The District’s average water savings for the last 12 months is 9 percent.

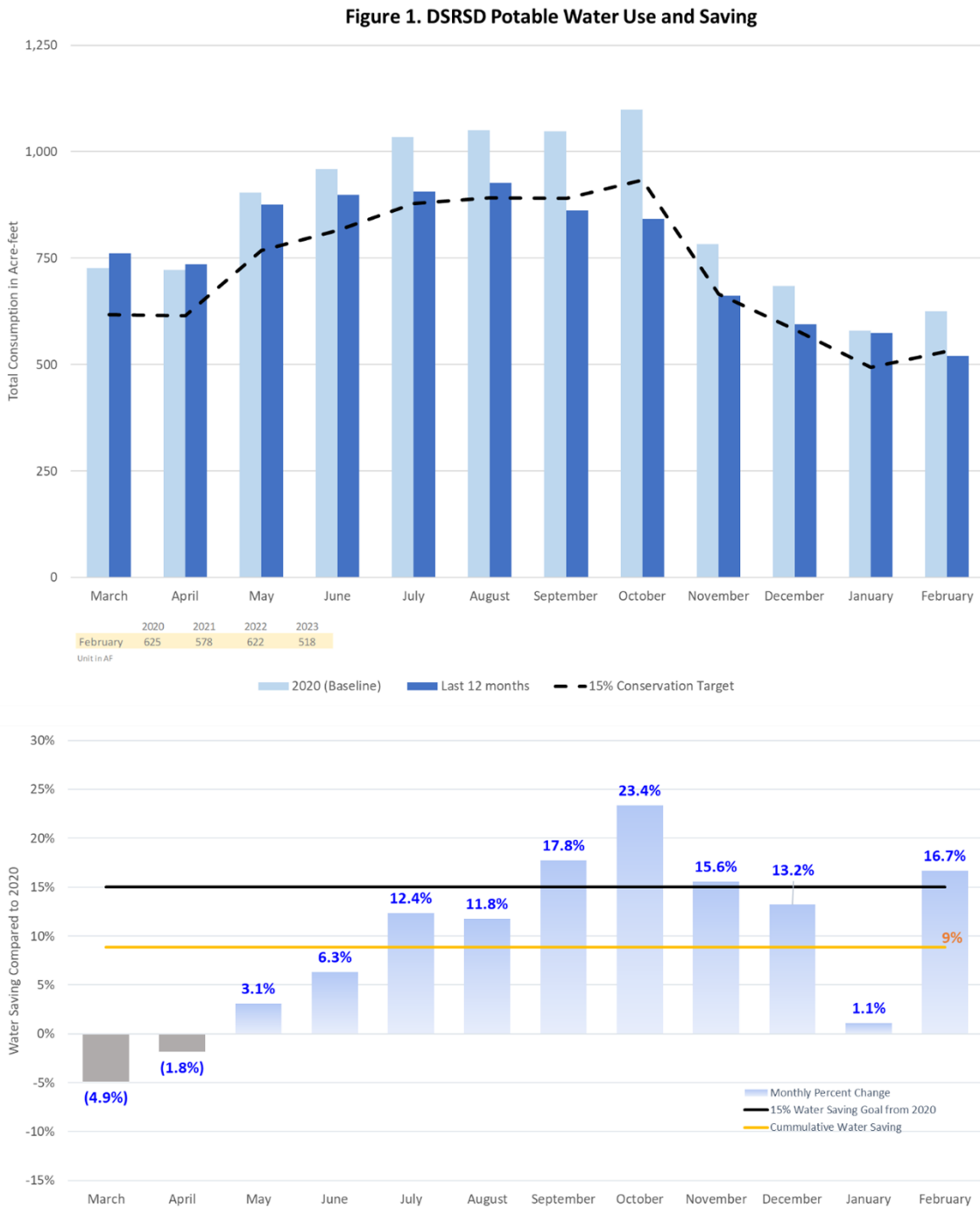
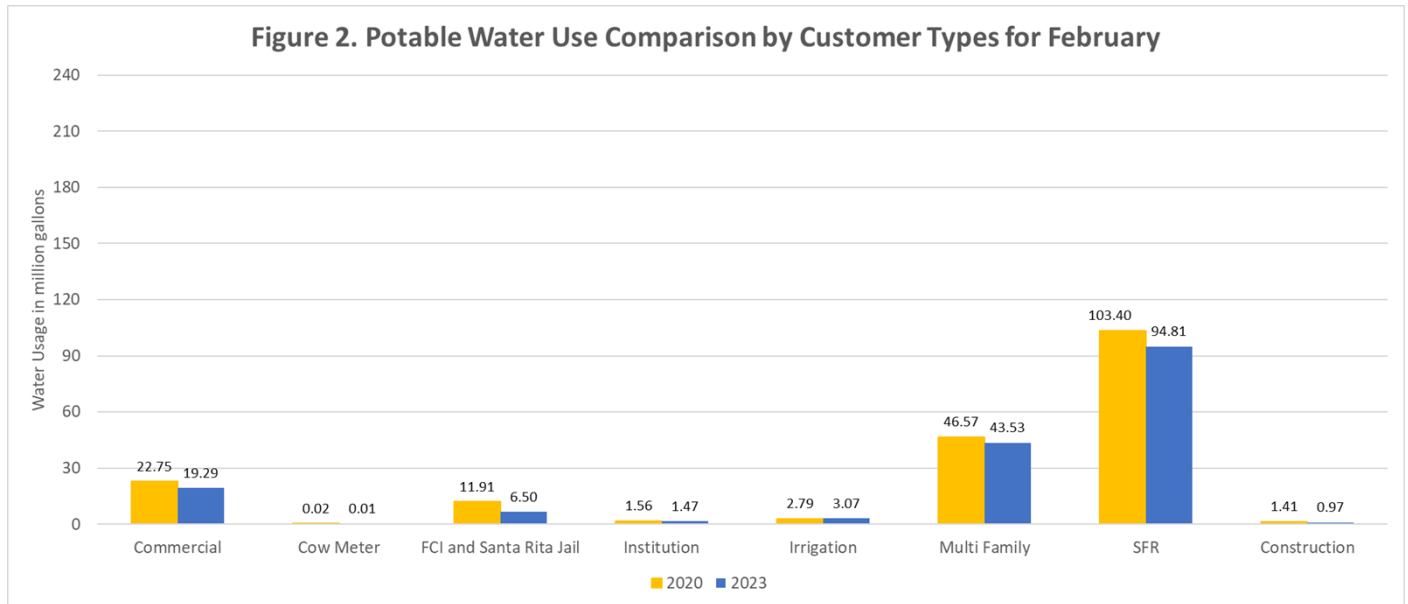


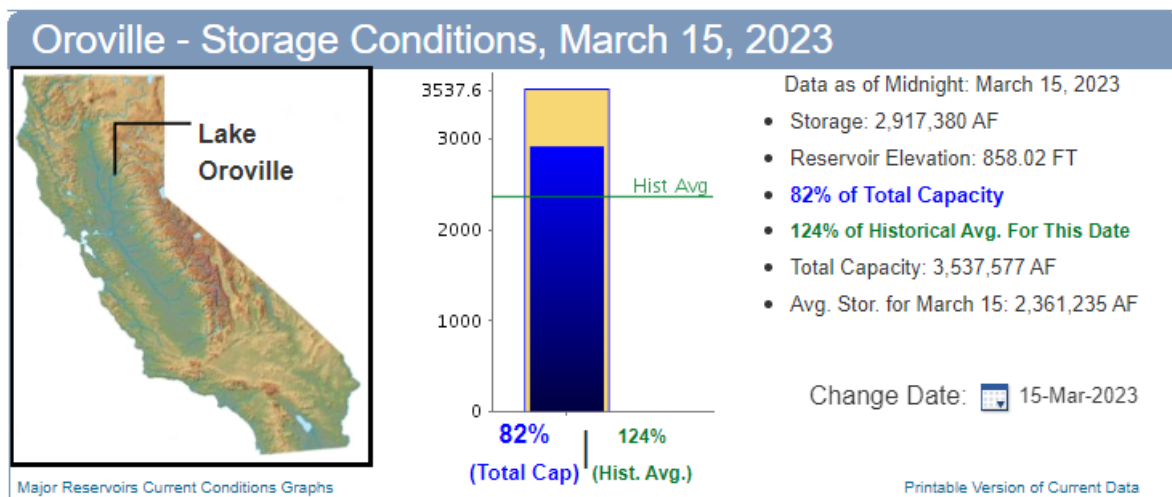
Figure 2 presents the water usage by customer type in February 2023 compared to the same time in 2020. Water uses for all customer types were less in 2023, except for the dedicated outdoor irrigation (Commercial and common areas for Home Owner Associations) customers, who used slightly more water in 2023.



**Drought Status:**

On February 23, the State Department of Water Resources announced a second State Water Project allocation increase for 2023. The allocation was increased from 30 percent to 35 percent. For the Zone 7 Water Agency (Zone 7) allocation, it means an allocation of 28,220 AF. This allocation may be subject to additional adjustments over the coming months, with the final allocation typically determined in May/June. For context, the total volume of water supplied by Zone 7 last year was 39,100 AF. Any portion of the 2023 demand not met directly by surface water from the State Water Project will be met by using local and Kern County groundwater bank water, plus local runoff stored at Lake Del Valle. Zone 7 currently has 196,000 AF available in operational storage, down from a peak of 258,000 AF before the onset of the current drought.

The winter storms in February and early March continued to improve the statewide reservoir levels and the snowpack. As of mid-March, the state’s second-largest reservoir, Oroville, was 82 percent full and at 124 percent of the historical average. In addition, the state average snowpack was 217 percent of normal.



Locally, from 2020 to 2022, Zone 7 only extracted approximately 43,000 AF from the Livermore Valley Groundwater Basin Storage, which only represents 34 percent of the total operational storage of the groundwater basin (the total

operational groundwater basin storage is 126,000 AF). With the current hydraulic conditions, there has been notable groundwater recharge. As a result, the local groundwater storage has increased from 72 percent to 77 percent of capacity in the last two months, which helps to improve groundwater supply in the Tri-Valley.

**Next Steps:**

Staff is preparing a spring message to customers to check their irrigation system for leaks before irrigating to alleviate water waste. At the Tri-Valley water retailers level, staff discusses messaging strategies for summer 2023 with the Steering Committee members. In addition, staff will continue following the State Department of Water Resources' drought update and monitoring customers' water use.

The next statewide snow survey is scheduled for April 3. Staff is scheduled to provide an update on the anticipated water deliveries from the State Water Project and current drought conditions at the April 18 Board meeting.



**TITLE:** Receive Update on a Proposed Joint Tri-Valley Residential Recycled Water Fill Station

**RECOMMENDATION:**

Staff recommends the Board of Directors receive a verbal update on a proposed Joint Tri-Valley Residential Recycled Water Fill Station and provide direction.

**DISCUSSION:**

During the winter of 2021/2022, in response to the ongoing drought and in conformance with the District’s Water Recycling policy (P300-20-2), Dublin San Ramon Services District, the City of Livermore, and the City of Pleasanton agreed to develop and operate a joint residential recycled water fill station at the District’s Gleason property in Dublin. However, the requirements for site development and the current construction bidding climate led to higher project costs than originally estimated. Subsequently, the City of Pleasanton decided not to participate in a joint project at the Gleason property because of the rising project cost. Staff continued to collaborate with the partner agencies to construct a fill station at an alternative site in Pleasanton, which was anticipated to have a lower construction cost. However, there were issues with the site that ultimately stopped implementation before construction began.

Staff has continued to work with the partner agencies to find a third alternative location for a temporary joint residential recycled water fill station assuming that mandatory conservation will be required in the Tri-Valley during the summer of 2023. The current proposed location is in Pleasanton adjacent to El Charro Road, to the south of Stoneridge Drive. This site has complications as well regarding site access that may take time to resolve. At this time, staff from all three partners are working to develop a fill station.

<b>Originating Department: Engineering and Technical Services</b>	<b>Contact: S. Delight</b>	<b>Legal Review: Not Required</b>
<b>Financial Review: Not Required</b>	<b>Cost and Funding Source: N/A</b>	
<b>Attachments:</b> <input checked="" type="checkbox"/> None <input type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)	45 of 52	



**TITLE:** Receive Presentation on the 2023 Strategic Plan Update

**RECOMMENDATION:**

Staff recommends the Board of Directors receive a presentation on the 2023 Strategic Plan Update priorities developed by the Leadership Team, discuss Board priorities for the Strategic Plan, and provide direction on the Strategic Plan to staff.

**DISCUSSION:**

The Strategic Plan is a five-year planning document, describing the District’s mission, its vision in the years ahead, and some key strategic goals and action items in support of the mission and vision. Concurrently, with each biennial budget process in the spring immediately following a Board election, the Board updates the Strategic Plan by adopting a new edition of the Strategic Plan. The most recent edition of the Strategic Plan was adopted by the Board on April 6, 2021.

The Senior Management Team, in consultation with the Full Leadership Team (consisting of the District’s executive managers and mid-managers), has developed preliminary concepts for the 2023 edition of the Strategic Plan covering fiscal years ending (FYE) 2024–2028 for the Board’s review and comment. The concepts continue many of the ideas and themes from the Strategic Plan adopted in 2021, with refinements to reflect progress made over the last two years and additional action items needed to support the Strategic Plan goals. Minor revisions to the District’s vision statement are also being proposed, including added language to reflect the District’s vision of providing exceptional service to the community.

A copy of the draft concepts for the 2023 Strategic Plan Update for FYE 2024–2028 is included as Attachment 1. For comparison, the adopted 2021 edition of the Strategic Plan for FYE 2022–2026 is included as Attachment 2.

The process for updating the Strategic Plan typically occurs over multiple Board meetings. On March 21, 2023, staff will make a presentation on the 2023 Strategic Plan Update concepts developed thus far, and receive comments and direction from the Board for the following:

- Items to be reworded or clarified
- Items to be significantly revised
- Items to be added
- Items to be deleted

Based on the feedback staff receives from the Board on March 21, staff will prepare a second draft of the 2023 Strategic Plan Update for discussion with the Board on April 4. Staff will then incorporate any additional comments from the Board and bring back a final version of the 2023 Strategic Plan Update for the Board to consider adopting at the April 18 Board meeting.

<b>Originating Department:</b> Office of the General Manager	<b>Contact:</b> J. Lee	<b>Legal Review:</b> Not Required
<b>Financial Review:</b> Not Required	<b>Cost and Funding Source:</b> N/A	
<b>Attachments:</b> <input type="checkbox"/> None <input type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input checked="" type="checkbox"/> Other (see list on right)	<b>Attachment 1 – 2023 Draft Strategic Plan Update</b> <b>Attachment 2 – 2021 Adopted Strategic Plan</b>	
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## DRAFT 5-YEAR STRATEGIC PLAN – 2023 UPDATE (FYE 2024 – 2028)

### Mission

Protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

### Vision

In our operations, financial practices, and public policies we strive to be an effective and efficient organization, providing exceptional service to our community. Our agency seeks to be adaptable and resilient in navigating the challenges of our ever-changing industry. We aspire to be a leader of industry best management practices by continuously improving all areas of our business.

### Strategic Goals and Action Items

1. Maintain our financial stability and sustainability
  - Strive to limit future utility rate increases to general inflation trends by responsibly managing District assets and costs
  - Ensure financial sustainability through long-term financial planning, including 10-year modeling
2. Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs
  - Invest in business process improvements to enhance communications and access to information
  - Integrate our business enterprise systems to more effectively share data across the District
  - Review and update our Information Technology and SCADA Master Plans
3. Foster long-term partnerships to provide efficient and cost-effective services
  - Build relationships and actively participate in local partnerships, regional groups, coalitions, and associations to advance common goals
  - Review and update our Joint Powers Authority and other interagency agreements and contracts to address changing conditions and align with the District's Mission and Strategic Plan goals
4. Optimize the Asset Management Program to guide District business decisions
  - Standardize and implement District-wide procedures and plans for the Asset Management Program
  - Expand and maintain asset records including equipment data, criticality, maintenance history, asset condition, and performance
  - Use asset management data to maximize the life of assets and budget for long-term capital replacement needs
5. Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values
  - Diversify and strengthen the skills of District employees to meet evolving workforce demands through participation in professional organizations and development programs
  - Create a management and leadership program for employee career and professional growth
  - Promote a strong District workforce culture which encourages learning, teamwork, and

- recognition of employee contributions
  - Improve the District's performance management system for enhanced employee development and engagement
6. Enhance our ability to respond to emergencies and maintain business continuity
- Update and maintain documentation of emergency response and business continuity plans, including support documents for regional coordination and mutual assistance
  - Manage inventory of emergency assets, equipment, and materials in stock
  - Integrate and strengthen employee knowledge and competency of emergency response through ongoing training and Incident Command System (ICS) and Emergency Operation Center (EOC) exercises
  - Explore coordination of emergency planning with partner agencies and the cities we serve
7. Improve the resiliency of the District's water supplies against future uncertainties
- Work collaboratively with our Tri-Valley and regional partners in the development of a more diversified and resilient water supply
  - Prepare and implement water conservation strategies to reduce water demand, improve system reliability, and comply with state regulations
8. Ensure greater energy efficiency and reliability for the District
- Develop a District energy policy and District energy master plan that evaluates sustainable energy sources and opportunities for cost-effective energy conservation and efficiency
  - Prepare a long-term, adaptable fleet management plan that aligns with the District's energy policy and considers business needs, life cycle costs, and future regulations
9. Meet or exceed regulatory requirements while preparing for the future regulatory landscape
- Sustain a robust safety culture by continuously updating the District's environmental health and safety programs
  - Develop and maintain a centralized regulatory tracking system
  - Collaborate with partner agencies to monitor evolving regulatory requirements and explore potential compliance and mitigation strategies
  - Implement improvements to comply with standards adopted by the Environmental Laboratory Accreditation Program beginning January 1, 2024



10. Maintain a high level of customer service and community relations through public outreach, education and partnership efforts
  - Build public awareness of long-term water supply challenges and opportunities
  - Leverage Tri-Valley and regional partnerships to maximize public outreach efforts
  - Inform, educate, and engage the public through multiple channels, including publications, media, tours, community events, and our Citizens Water Academy

# STRATEGIC PLAN

FYE 2022 - 2026  
Updated April 2021

## STRATEGIC GOALS AND ACTION ITEMS

### Maintain our financial stability and sustainability

- Implement early preventative maintenance and rehabilitation measures to save on greater deferred costs long-term
- Strive to limit future utility rate increases to general inflation trends by responsibly managing District assets and costs
- Update the District's reserve policies

### Make additional investment in information systems that provide a strong return on investment

- Expand the use of our electronic records management program
- Replace our finance, utility billing, human resources, and permitting software system by 2022
- Successfully transition to Microsoft 365 online environment
- Expand and enhance our Supervisory Control and Data Acquisition Systems (SCADA)
- Strengthen cybersecurity and network resiliency capabilities

### Update our business practices and procedures

- Integrate our business enterprise systems (Geographic Information System, Computerized Maintenance and Management System, Laboratory Information Management System, SCADA, and Records Management System) to more effectively access and share data across the District
- Review and revise our Joint Powers Authority and other inter-agency agreements to address changing conditions
- Embrace a safety culture by updating the District's environmental health and safety programs
- Coordinate with neighboring agencies to provide more efficient and cost-effective services

### Develop a fully integrated Asset Management Program to guide the District's business decisions

- Increase equipment inspections and document all corrective maintenance activities to improve scheduling of preventative maintenance and asset replacement
- Identify and assess the performance of critical assets in each business enterprise to prioritize capital projects
- Optimize efficient and effective use of capital replacement resources in the long term

### Enhance the leadership, professional, and technical skills of the District's staff to meet the challenges of staffing transitions over the next five years

- Diversify and strengthen the skills of staff through multi-agency professional development programs, stretch assignments, and active employee engagement
- Develop a succession plan for key positions where feasible

### Enhance our ability to respond to emergencies and maintain business continuity

- Complete and implement a comprehensive update of our Emergency Response Plan that builds an enduring emergency preparedness and response culture
- Create an inventory of emergency assets, equipment, and materials in stock
- Integrate ongoing emergency training into District operations and conduct District-wide Incident Command System exercises to assess and improve District capabilities
- Explore coordination of emergency planning with partner agencies and the cities we serve

### Meet the objectives of the District's water supply policy by developing and implementing an integrated recycled and potable water program

- Pursue new supplies to meet long-term recycled water demands
- Work collaboratively with our Tri-Valley partners in the development of a more diversified and resilient water supply
- Build public awareness of long-term water supply challenges and opportunities

### Develop a long-term strategy to ensure greater energy efficiency and reliability for the District

- Develop a District energy policy and District energy master plan that evaluates sustainable energy sources and a long-term fleet management program
- Develop phased targets for complying with State long-term greenhouse gas emissions mandates

### Collaborate with partner agencies to monitor evolving regulatory requirements for constituents of emerging concern and explore potential compliance and mitigation strategies

## MISSION

Protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

## VISION

In our operations, financial practices, and public policies we always strive to be an effective and efficient organization. Our agency is nimble and resilient in navigating the challenges of our ever-changing industry. We relentlessly pursue incremental improvement, and to be seen as a leader of industry best management practices.



## DISTRICT CORE VALUES

The core values are simple key words that describe the values of the agency; they are accompanied by questions that are to be asked when major policy decisions are being considered to ascertain if the decision is in conformance to the stated values.

CORE VALUE	CORE VALUE QUESTION
Protect Public Health and the Environment	Does the decision protect public health and the environment?
Sustain Financial Stability	Does the decision sustain or contribute to the financial stability of the District?
Be Open and Transparent	Is the decision being made in an appropriately open and transparent manner and has it considered public input?
Fairness, Respect, Honesty, and Ethics	Does the decision treat all concerned fairly, respectfully, honestly, and ethically?
Operate Safely	Does the decision promote a safe environment for the community and the workforce?
Provide High Quality Customer Service	Does the decision reflect high quality customer service?
Provide Sustainable, Efficient, Reliable, and Secure Services	Does the decision maintain or enhance the District's sustainability, efficiency, reliability, and security?
Perform at a High Standard	Does the decision or action lead to a high performing, highly qualified, motivated, safe, and innovative workforce and an adaptable organization?



**TITLE:** Receive Report on District-Related Education and Events Supporting Leadership Opportunities Available to Local Community-Based Youth Organizations

**RECOMMENDATION:**

Staff recommends the Board of Directors receive a verbal report on District-related education and events which may provide leadership opportunities to local community-based youth organizations and provide direction.

**DISCUSSION:**

At the October 18, 2022 Board meeting, a Boardmember asked staff how the District might support leadership opportunities for young girls (e.g. Job’s Daughters International).

The District provides a variety of opportunities to community members and youth organizations, such as Job’s Daughters International, to take part in activities, including public Regional Wastewater Treatment Facility tours, water conservation webinars, and access to the DSRSD drought demonstration garden and Little Free Library. Some possible options to support leadership development may also include participation in local science fairs for middle and high school students, as well as the District’s Biennial Citizens Water Academy.

The District also offers a variety of free downloadable educational materials for kindergarten through eighth-grade students on its website and provides a link to the Tri-Valley’s water wholesaler, Zone 7 Water Agency’s Kid Zone page, which provides information on virtual and in-person classroom presentations. Additionally, DSRSD distributes “Water Hero” kits, which help families identify water waste at home and develop water-wise habits, to third-grade classrooms in Dublin and the Dougherty Valley area of San Ramon.

Local community-based youth organizations may also be interested in submitting a speaker request for presentations on a variety of topics, including water conservation, recycled water, understanding the water and/or wastewater systems, protecting the environment, and long-term water resiliency challenges in the Tri-Valley.

<b>Originating Department:</b> Office of the General Manager	<b>Contact:</b> M. Gallardo/D. McIntyre	<b>Legal Review:</b> Not Required
<b>Financial Review:</b> Not Required	<b>Cost and Funding Source:</b> N/A	
<b>Attachments:</b> <input checked="" type="checkbox"/> None <input type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)		52 of 52