

RESOLUTION NO. 2023-2301

A RESOLUTION APPROVING BOARD POLICIES REVISION FOR O-40 (CUSTOMER SUPPORT) AND M-10 (PUBLIC INVOLVEMENT AND OUTREACH)

LAS GALLINAS VALLEY SANITARY DISTRICT

WHEREAS, the Board of Directors ("Board") has determined that a comprehensive list of Policies and Procedures for the Board is in the best interest of the District; and

WHEREAS, the Board has compiled a comprehensive list of Policies and Procedures to serve as the rules and regulations of the Board; and

WHEREAS, the Board did adopt such comprehensive list of Policies and Procedures on July 9, 2009; and

WHEREAS, such policies may need to be updated from time to time; and

WHEREAS, on March 2, 2023 the Board reviewed and suggested changes to Board Policies O-40 (Customer Support) and M-10 (Public Involvement and Outreach); and

NOW THEREFORE, the Board of Directors of the Las Gallinas Valley Sanitary District approves the following revised policy sections: O-40 CUSTOMER SUPPORT AND M-10 PUBLIC INVOLVEMENT AND OUTREACH. The previously approved Board Policies O-40 and M-10 are hereby revoked and declared null and void.


If any policy or portion of a policy contained within the Policies and Procedures is in conflict with rules, regulations, or legislation having authority over the Las Gallinas Valley Sanitary District, said rules, regulations or legislation shall prevail.

The Policies and Procedures shall remain in effect until amended by at least a majority vote of the Board of Directors.

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I hereby certify that the foregoing is a full, true, and correct copy of a resolution duly and regularly passed and adopted by the Sanitary Board of the Las Gallinas Valley Sanitary District, Marin County, California, at a meeting thereof held on the 16th day of March 2023, by the following vote of the members thereof:

AYES, and in favor thereof Members: Clark, Murray, Roberts, Yezman.
NOES, Members: None.
ABSENT, Members: Ford.
ABSTAIN, Members: None.


Teresa Lerch, Board Secretary

APPROVED:



Megan Clark, Board President



MISCELLANEOUS

M-10 PUBLIC INVOLVEMENT AND OUTREACH

Purpose

This policy covers public involvement, public information, stakeholders, public input, and district spokesperson(s).

M-10-10 Customers. The District's public (customers) is the founder, ratepayer, owner and sole purpose for the existence of the District. Through the electoral process, customers selected a Board of peers to oversee the District and provide governance and oversight. In order to provide oversight of the Board and vote appropriately, the public needs to be kept informed of key issues surrounding the District.

Although on a day-to-day basis the public is pleased to delegate authority to the Board of Directors and Staff, on particular issues of importance--major capital projects, rate increases, significant regulatory and environmental issues--the public requires additional information and opportunities to provide input through public meetings, hearings and workshops. It is the policy of Las Gallinas Valley Sanitary District to provide appropriate communication and opportunities for public input.

Responsibility for public involvement and outreach is delegated to the General Manager with oversight by the Board or ad hoc committees, as deemed appropriate in each case.

Resolution No. 2023-2301	Date Approved: March 16, 2023
President of the Board	Last Reviewed: March 2, 2023

O-40 CUSTOMER SUPPORT

Purpose

This policy covers procedures for customer input, questions, and approvals.

O-40-10 Public Input and Questions. The Board desires that the public have opportunities to provide input, ask questions, and participate in the local government process and that they be treated courteously and with respect during any interaction with Staff or the Board. (See Policy M-10 on Outreach for more detailed information.)

O-40-15 Communication. The Board and staff will endeavor to respond to customer inquiries within 24 hours.

O-40-20 Complaints. Public complaints should be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic. A complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, or state or federal statute of which the individual has been adversely affected.

O-40-30 Steps to Resolve Complaints. The method of resolving complaints shall be:

- The individual with a complaint shall first discuss the matter with the Administrative Services Manager, or other responsible employee, with the objective of resolving the matter informally.
- If the individual registering the complaint is not satisfied with the disposition of the complaint by the Administrative Services Manager, or other responsible employee, the complaint may be filed with the General Manager, or other responsible managing employee. The General Manager, or other responsible managing employee may conduct conferences and take testimony or written documentation in the resolution of the complaint. The individual filing the complaint may request a written decision from the General Manager [or other responsible managing employee].
- If the individual filing the complaint is not satisfied with the disposition of the matter by the General Manager, or other responsible managing employee, a written complaint may be filed with the entire Board. The Board may consider the matter at the next regular meeting, or call a special meeting. The Board shall expeditiously resolve the matter. The individual filing the complaint may request a written decision from the Board.

This policy in no way prohibits or is intended to deter a member of the community or Staff member from appearing before the Board to present verbally a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

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