

**GARBERVILLE SANITARY DISTRICT
BOARD OF DIRECTORS MEETING
AGENDA**

**There will be a regular meeting held by the Garberville Sanitary District Board of Directors at the
GSD District Office
919 Redwood DR. Garberville, CA**

Date of Meeting: August 18th, 2020

5:00 p.m. – Open Public Session

**GARBERVILLE SANITARY DISTRICT WILL BE MEETING AT THE OFFICE BUT WE WILL BE
COMPLYING WITH COVID-19, DISTANCING REQUIREMENTS.
ALL PARTICIPANTS WILL BE REQUIRED TO WEAR MASKS AND USE HAND SANITIZER
WHICH WILL BE PROVIDED AS YOU ENTER THE OFFICE.**

Any writings or documents that are public records and are provided to a majority of the governing board regarding an open session item on this agenda will be made available for public inspection in the District Office located at 919 Redwood Dr. during normal business hours.

I. REGULAR MEETING CALLED TO ORDER

II. ESTABLISHMENT OF QUORUM

Rio Anderson___, Linda Brodersen___, Doug Bryan___, Julie Lyon_____, Dan Thomas_____

III. APPROVAL OF AGENDA - Action to add or delete items from any portion of the agenda or to discuss any consent agenda items must be taken prior to adoption of the agenda.

IV. THE BOARD WILL ENTER CLOSED SESSION AT END OF MEETING IF NEEDED

V. OPEN SESSION

VI. COMMENTS AND QUESTIONS FROM THE AUDIENCE

Up to fifteen minutes of this portion of the meeting are reserved for members of the public to address the Board on items not listed on the agenda and within the jurisdiction of the GSD Board. Speakers are limited to 3 minutes. The GSD Board is prohibited by law from taking action on matters discussed that are not on the Agenda, and no adverse conclusions should be drawn if the GSD Board does not respond to public comment at this time.

General Public / Community Groups

VII. ANNOUNCEMENTS AND COMMUNICATIONS

REPORTS AND PRESENTATIONS – Routine report of activities, operations, meetings / conferences held and/or attended by Board members, Staff, and General Manager

Operations Staff-

Office Staff-

Board Members-

Correspondence-

General Manager—Ralph Emerson

Pg. 4

<p><i>Government Code Section 54954.3 provides that the public will have an opportunity to address the Board on any item described on a regular or special meeting either before or during the consideration of that item. The Board reserves the right to limit the time of presentation by individuals and groups</i></p>

VIII. REGULAR AGENDA ITEMS

A. CONSENT AGENDA

Notice to the Public

All matters listed under Consent Agenda are considered to be routine and all will be enacted by one motion and voice vote. There will be no separate discussion of these items unless the Board of Directors requests items to be removed from the Consent Agenda for separate action. Any items will be considered after the motion to approve the Consent Agenda.

- A.1 Approve Financials Date—No Financials
- A.2 Approve Date: July 28th, 2020 Regular Meeting Minutes – pg. 5-7
- A.3 Operations Safety Report- Office Ergonomics pg. 8-9

Motion: Second: Vote:

B. GENERAL BUSINESS – Action items

Notice to the Public

The Board of Directors will allow public comment on agenda items although any person who wishes to speak on an agenda item must submit a request prior to the meeting being called to order. You will be given 5 minutes on each agenda item that you wish to comment and then the Board of Directors will discuss the item amongst themselves with no other public comment.

- B.1 Fiscal Year 2019-2020 Annual Audit
 (Discussion—possible action) presentation--Jennie Short
Motion: Second: Vote:

- B.2 Staff and Board Recognition pg. 10
 (Information only)

- B.3 Eel River Conditions—Water Availability pg. 11
 (Discussion-possible action)
Motion: Second: Vote:

- B.4 COVID-19 Impact on Finances Update
 (discussion-possible action) information at meeting
Motion: Second: Vote:

- B.5 Robertson Water Tank Monitoring and Replacement Plan pg. 12
 (Discussion-possible action)
Motion: Second: Vote:

- B.6 Online Banking Options and Price pg. 13-36
 (Discussion possible action) Presentation by Mary
Motion: Second: Vote:

- B.7 Projects Update
 (Discussion possible action)—Verbal Report
Motion: Second: Vote:

- B.8 Update on Drought Plan and Flyer for Customers pg. 37-38
 (Information Only)

C. POLICY REVISION / ADOPTION

C.1 Personnel Policy Sec 6.0—12.0
(Discussion-no action) 1st reading

pg. 39-47

IX. CLOSED SESSION

No Closed Session Items

X. RETURN TO OPEN SESSION

Nothing to Report

XI. ITEMS FOR NEXT BOARD MEETING

1. Covid-19 Compliance Requirements
2. Drought Conditions
3. Personnel Policy Sec 6.0—12.0 2nd reading
4. Update on Grant Funding
- 5.

XII. ADJOURNMENT

Posting of Notice at the District Office no later than Date: Friday August 14th, 2020 Agenda is emailed to the local newspapers and those who have requested an agenda in writing or e-mail.

In accordance with the Americans with Disabilities Act, if you need a special accommodation to participate, please contact the Garberville Sanitary District Office at (707)923-9566 at least 48 hours in advance.

Garberville Sanitary District

**PO Box 211
Garberville, CA. 95542
(707)923-9566**

GENERAL MANAGER REPORT

Date: August 18, 2020

During this past month we have had misinformation presented to the community through social media about the Robertson Water Tank inspection and have had to work with the State Water Board to correct the false statements about water quality which was and remains safe to drink.

There will be more information regarding the Robertson Water Tank on the agenda so we can discuss it more at that time.

We are waiting for the backhoe to be serviced which we purchased from Wilcox Enterprises and it will be delivered as soon as the service is completed from Peterson Equipment. I look forward to having the backhoe prior to winter so we are able to remove weeds and aquatic plants from our wastewater ponds and to clean ditches which will help with erosion from the rain.

This has been a short month but we have been accomplishing many necessary tasks that are required to be prepared for winter, which include setting up an alarm system for our wastewater collection system and pumping station. We have been developing a plan to reroute the sewer collection pipe between Linda Lane pump station and Christopher lane. This is in an effort to replace the pipe which has been compromised by landslides.

Respectfully Submitted:

Ralph Emerson

**GARBERVILLE SANITARY DISTRICT
BOARD OF DIRECTORS MEETING
MINUTES**

Date of Meeting: July 28, 2020

5:00 p.m. – Open Public Session

TELECONFERENCE MEETING

IMPORTANT MEETING PARTICIPATION NOTICE:

Following the Direction of Governor Newsom in stopping the spread of the COVID-19 virus, the Board Meeting referenced in this Agenda will be conducted through teleconference. Members of the public are encouraged to participate. In order to participate, please call the following teleconference phone number: (916) 588-9668 at/prior to the meeting start time. When prompted, please enter 2451 (then press #), the password is 1234 (then press #). You are encouraged to join the conference line prior to the meeting start time in the event of conferencing difficulties.

If you are unable to access the teleconference line, please call the District main line: (707) 923-9566, and the District will make every effort to accommodate you.

I. REGULAR MEETING CALLED TO ORDER

@ 5:00 p.m.

II. ESTABLISHMENT OF QUORUM

**Rio Anderson-Present
Linda Brodersen-Present
Doug Bryan- Absent
Julie Lyon- Absent
Dan Thomas- Present**

III. APPROVAL OF AGENDA

The June 23, 2020 closed meeting minutes need to include that the Board gave a positive evaluation and voted unanimously 5-0 to extend Emerson's contract for five more years.

Motion: Dan Thomas

Second: Rio Anderson

Roll Call Vote: 3-0

IV. THE BOARD WILL ENTER CLOSED SESSION AT END OF MEETING IF NEEDED

V. OPEN SESSION

VI. COMMENTS AND QUESTIONS FROM THE AUDIENCE

General Public / Community Groups

VII. ANNOUNCEMENTS AND COMMUNICATIONS

REPORTS AND PRESENTATIONS

Operations Staff- 0

Office Staff- 0

Board Members- 0

Correspondence- 0

General Manager—Ralph Emerson

Funding from RCAC came in for the purchase of the used backhoe.

VIII. REGULAR AGENDA ITEMS

A. CONSENT AGENDA

A.1 Approve Financials Date May 2020

A.2 Approve Regular Meeting Minutes-Date: June 23rd, 2020

A.3 Operations Safety Report

Motion: Rio Anderson Second: Dan Thomas Roll Call Vote: 3-0

B. GENERAL BUSINESS – *Action items*

B.1 Update on On-Line Banking Options
(discussion-possible action) report from Mary

Bring back with more detail.

B.2 Corona Virus Impact to Operations and Revenue
(discussion--possible action)

Motion: Dan Thomas Second: Rio Anderson Roll Call Vote: 3-0

The board gave the District staff the direction to send out a letter to all the past due customers. The board suggested quoting the Governors Executive order in the letter as well as adding a link on the Districts website.

B.3 Clean Water State Revolving Fund Small Community Grant: Notice of Exemption for Bear Canyon Aerial Sewer line Planning Project
(discussion-action requested) resolution 20-012

Motion: Dan Thomas Second: Rio Anderson Roll Call Vote: 3-0 Motion Carried

The board adopted the Notice of Exemption and finds that the project is exempt from CEQA review.

B.4 State Water Board Inspection
(information only) report from Dan and Brian

On July 21, 2020 the district had an inspection from the State Water Board, Ronnean Lund. A report of the inspection will be drafted on any issues found during the inspection. Ronnean found that both water tanks that the district has applied for grant funding, are in fact leaking. The district hopes that funding for both tanks will be expedited.

B.6 Update on Operations and Repairs
(discussion—possible action) report from Ralph and Dan

Information only

B.7 Consumer Confidence Report--What is This
(discussion-no action)

This report is given to each customer. On the CCR it states that we are pleased to report that are water meets all State and Federal requirements. The current CCR report can be found on the district website and a copy can be requested through the office.

- B.8 Board Member Roles and Responsibilities
(discussion—no action)

Information only

C. POLICY REVISION / ADOPTION

- C.1 Water Ordinance- Sec. 14.5, Drought Plan and Requirements
(discussion-possible action) 4th reading—resolution #20-011

Motion: Dan Thomas Second: Rio Anderson Roll Call Vote: 3-0 Motion Carried

Drought conditions as identified by the State of California, Humboldt County or Garberville Sanitary District, the Drought Contingency Plan will go into effect immediately. This plan will be implemented by Garberville Sanitary District and the public will be made aware of this plan through the media and customer outreach.

IX. CLOSED SESSION

No items for Closed Session

X. RETURN TO OPEN SESSION

Report of any actions taken in Closed Session

XI. ITEMS FOR NEXT BOARD MEETING

1. Personnel Policy Update
2. Eel River Flow Rate History
3. On-Line Banking
4. Projects update
5. COVID-19 Impact On Revenue And Operations
6. Drought Contingency Plan

August 18th , 2020 is the next Board Meeting

XII. ADJOURNMENT

6:02 p.m.

OFFICE ERGONOMICS

It's
Your
move

RECEIVED
JUL 27 2020



ATTENDANCE ROSTER

Safety Meeting

Date of Meeting: 8/13/20 Leader Name: Mary Nieto

Instructions:

- a. Fill in the date of the meeting and the name of the safety meeting leader.
- b. Have all safety meeting participants sign this roster.
(Copy this form if more pages are needed.)
- c. File this roster and the associated documents as outlined in the Leader Discussion Guide.

Name (print)

Name (signature)

1. <u>Dan Arreguin</u>	<u>[Signature]</u>
2. <u>Brian Miller</u>	<u>BRIAN MILLER</u>
3. <u>Mary Nieto</u>	<u>Mary Nieto</u>
4. <u>Ralph Emerson</u>	<u>By Phone</u>
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____
11. _____	_____
12. _____	_____
13. _____	_____
14. _____	_____
15. _____	_____
16. _____	_____
17. _____	_____
18. _____	_____
19. _____	_____
20. _____	_____

Attachments: 1. Leader Discussion Guide 2. Safety Meeting Booklet

GARBERVILLE SANITARY DISTRICT

STAFF AND BOARD MEMBERS

Garberville Sanitary District has become a Hallmark of the community and an entity which has grown out of a tumultuous time into an efficient operating District where Board Members and staff work cohesively as a team regardless of differing views which are welcomed.

The community should be made aware of those selfless people who ensure they have potable water throughout the worst of conditions and represent them in an effort to provide water and sewer service in a fiscally responsible manner along with operational expertise and respectful customer service.

BOARD MEMBERS

	Years on Board
Rio Anderson	9 years
Linda Brodersen	7 years
Doug Bryan	6 years
Julie Lyon	1 year
Dan Thomas	8 months

GSD STAFF

	Years Employed with GSD
Dan Arreguin	9 years
Ralph Emerson	6 years
Brian Miller	5 years
Mary Nieto	4 years

PROJECT--CONSULTANT

	Years with GSD
Jennie Short	11 years

The longevity of this Board and staff is a testament of how much we value each other, and enjoy our jobs while striving to better serve our customers in spite of obstacles which are occasionally placed before us and it is a pleasure to work with such dedicated people.

Eel River Update

As we enter the last part of summer and face the hottest part of year, the river is maintaining 20 plus cfs which is adequate for customer demands and because of the location and depth of the raw water intake gallery, the water has minimal turbidity which barely requires filtration.

We monitor the river daily so as to make adjustments as needed but as the river level drops, the heat continues and the summer winds down, those people upstream who require water are also taking water from the rivers and tributaries which becomes a factor in water availability.

Based on historical data which was discussed at the last meeting, I am optimistic we can meet our water demands this year but will continue monitoring closely.

Robertson Water Tank Repair and Replacement Plan

The Robertson Water Tank has been on our replacement list for a few years because it was built in the 1930s and the concrete used to construct the tank has cracks which need to be repaired or the tank needs to be replaced. We have chosen to replace the tank or to remove the tank which was why you approved us to apply for a Grant last year, which has been submitted and is in the review process with the State.

GSD staff test the water throughout the District, including water from Robertson tank weekly and the water was and remains safe which the State Water Board agrees.

The recent inspection by Ronnean Lund from the State Water Board identified what we already knew about Robertson Tank and why we are replacing it. There are cracks in the concrete, there are small openings which may have allowed a small lizard to enter the tank and the tank needs to be removed.

Ronnean required us to have a remediation or replacement plan which I worked with Barry Sutter from the Water Board to develop. This plan included daily chlorine testing, weekly samples for lab results and notifying the customers who utilize this water that a lizard was observed dead at bottom of tank but that the water safety was never in question. We also agreed to have divers remove any sediment from bottom of tank and evaluate the structure itself.

I was not enthusiastic about spending additional money to have divers enter the tank and remove sediment, when we will be removing the tank soon. Ronnean agreed recently that the cost and urgency were not the best use of funds, since the inspection will hopefully assist in receiving the grant we have applied for and expedite the process.

This was an unfortunate incident to find a dead lizard in the tank but hopefully having the State involved in repairing or replacing the tank, we will receive the grant soon and be able to turn the page on this lizard chapter.



Payment Service Network, Inc.

Simplifying your customer's life and your business day

Pricing Proposal for Garberville Sanitary District

Payment Service Network, Inc.
2901 International Lane
Madison Wisconsin 53704

www.PaymentServiceNetwork.com

VOICE 866.917.7368

FAX 608.442.5116

Justin Dull

DIRECT 608-442-5071

jdull@PaymentServiceNetwork.com



Thank you for allowing me to submit this proposal. Payment Service Network (PSN) provides a vast range of eServices for payment processing, billing and customer communication. After discussing your needs, I have developed the following proposal of services. Please let me know if there is any additional information you require. The staff at PSN looks forward to providing you with personalized service.

This proposal quotes costs for the services that are marked below. If you would like quotes on any additional services, please let me know.

PAYMENT METHODS

Included	Not Included	
√		Credit and Debit Card Payments
√		Checking and Savings Payments

PAYMENT CHANNELS

Included	Not Included	
√		Online
√		Customer Mobile App*
√		Virtual Terminal (any Internet-connected device)*
√		Automated Phone (IVR) and PSN Call Center
√		Text
√		Credit Card Terminal
√		Backoffice Auto-Pay (recurring set up by staff)
√		Customers' Banks' Bill Payment System
√		Cash Payment Locations Arranged by PSN

**Come standard with online payment services*

ADDITIONAL SERVICES

Included	Not Included	
√		Web Customization
√		Data Sharing (System Integration)
√		Outbound Auto-Call Messaging

Implementation and Service Fees

Following are non-transactional fees which are either one-time, monthly or annual costs. If you need additional information on these costs, please let me know.

Service Implementation Fee Includes, as applicable: Implementation Team • Training • Online Portal Setup • Standard Customer & Field Payment App Setups • Text Payment Setup • IVR Setup • PSN Call Center Training Specific to Your Account • Merchant Application Processing • eBill Design • Marketing Support	One-time fee	\$399
Data Sharing/Integration Includes, as applicable: Integration Specialist • Creating Specifications • Developing Interface • Coordination with Your Software Supplier • Testing • Training NOTE: Check with your software provider for their fees, if any	One-time fee	INCLUDED
Website Customization Fee Includes: Development of Web Portal with Your Logo	One-time fee	\$50
Support, Maintenance Fee Includes, as applicable: Online Portal, Standard Customer Mobile App, Field Payment App, IVR System Upgrades and Maintenance • Call Center Support for Your Customers • Email Notifications to Payers and Staff • Service Account Manager for Your Staff • Interface/Integration Support (Storage and Maintenance of Customer Data) • Reports • Online Account Management Center • System and Account Monitoring (24/7) • And More	Monthly fee per account	\$200
Credit Card Terminal Maintenance Fee Optional Service	Monthly fee \$2.50 for each additional terminal	\$4.95
PCI Security Compliance Fee Includes: Required PCI Certification • Compliance with Credit Card Security Requirements • Auditing	Annual fee (one fee regardless of number of accounts)	\$89

Equipment Cost

Credit Card Swipe Terminal Includes: Terminal • Setup • Shipping	One-time cost per terminal	\$250 OPTIONAL SERVICE
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Transaction Fees

To cover costs of processing payments through the network of financial institutions, the following fees will apply to each transaction. The fees are based on the type of payment (check, credit card, cash) and/or how the payment is made.

OPTION 1: You Pay All Fees

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile • Virtual • Swipe/Scan • Field	90¢	90¢ + credit card fees
Automated Phone (IVR) • Text	\$1.25	\$1.25 + credit card fees
PSN Call Center	\$3.50	\$3.50 + credit card fees
Backoffice Auto-Pay (recurring ACH set up by staff)	20¢	NA

Credit card fees for VISA, MasterCard, Discover:

Interchange Rate + Network Card Assessment Fee + Discount Rate + Authorization Fee

- *Interchange Rate: PSN will arrange special utility interchange rates for your company. You will pay the amount charged by the credit card company; PSN does not mark up the interchange rate to assure you get charged the lowest possible fee for the card being used by your resident. Utility fees are a flat rate between 45¢ - \$1.50; most settle between 65¢ - 75¢.*
- *Network Card Assessment Fee: You will pay the amount charged by the credit card networks; PSN does not mark up this fee. The fee is a percentage based on the total monthly payment amount and is charged monthly. Example: \$1,000 in total monthly payments x 0.14% network fee = \$1.40.*
- *Discount rate (a term used by merchant providers) is an added cost. It is a percent of the transaction. You will pay a discount fee of 1%. Example: \$100 payment x 1% discount fee = \$1.00.*
- *Authorization fee is a flat fee of 20¢ per transaction.*

Credit card fees for American Express (if you choose to accept): 2.75% plus \$0.50

OPTION 2: You Pay Check Fees & Customers Pay Credit Card Fees

Fees Paid by Your Customers

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile • Virtual • Text • Swipe/Scan • Automated Phone (IVR) • PSN Call Center • Field	None	\$3.99 with Max of \$300

*Credit cards include your choice of VISA, MasterCard, Discover, and American Express

Fees Paid by You

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile • Virtual • Swipe	90¢	None
Automated Phone (IVR) • Text	\$1.25	None
PSN Call Center	\$3.50	None
Backoffice Auto-Pay (recurring ACH set up by staff)	50¢	NA

OPTION 3: Customers Pay All Fees

<i>Payment Channel</i>	<i>Check/Savings</i>	<i>Credit/Debit Card</i>
Online • Mobile • Virtual • Text • Swipe/Scan • Automated Phone (IVR) • PSN Call Center • Field	\$1.50	\$3.99 with Max of \$300

*Credit cards include your choice of VISA, MasterCard, Discover, and American Express

**NOTE: A \$15 fee is charged to you for any disputed credit/debit card.
Your customers will be charged a \$35 NSF fee.**

Other OPTIONAL Services

You can also convert time-consuming traditional payments to ePayments through PSN. These payments can automatically post to your software, if integrated. You would pay these fees.

<i>Conversion Methods</i>	<i>Fee</i>
Bank Bill Payment Paper Checks to ePayments*	70¢
Cash to ePayments*	70¢

**Your utility company must qualify for these services*


PSN can also provide ancillary services.

<i>Services</i>	<i>Fee</i>
Outbound Auto-Call Messaging	15¢ per minute/2 minute minimum/only charged for answered calls

Beyond Online Payments



PSN also offers

 Select only the services you want to offer



Mobile App



Counter



Cash Locations



Text



EMV/Swipe



Bank Bill Pay



IVR



Field



Check Scans



Call Center

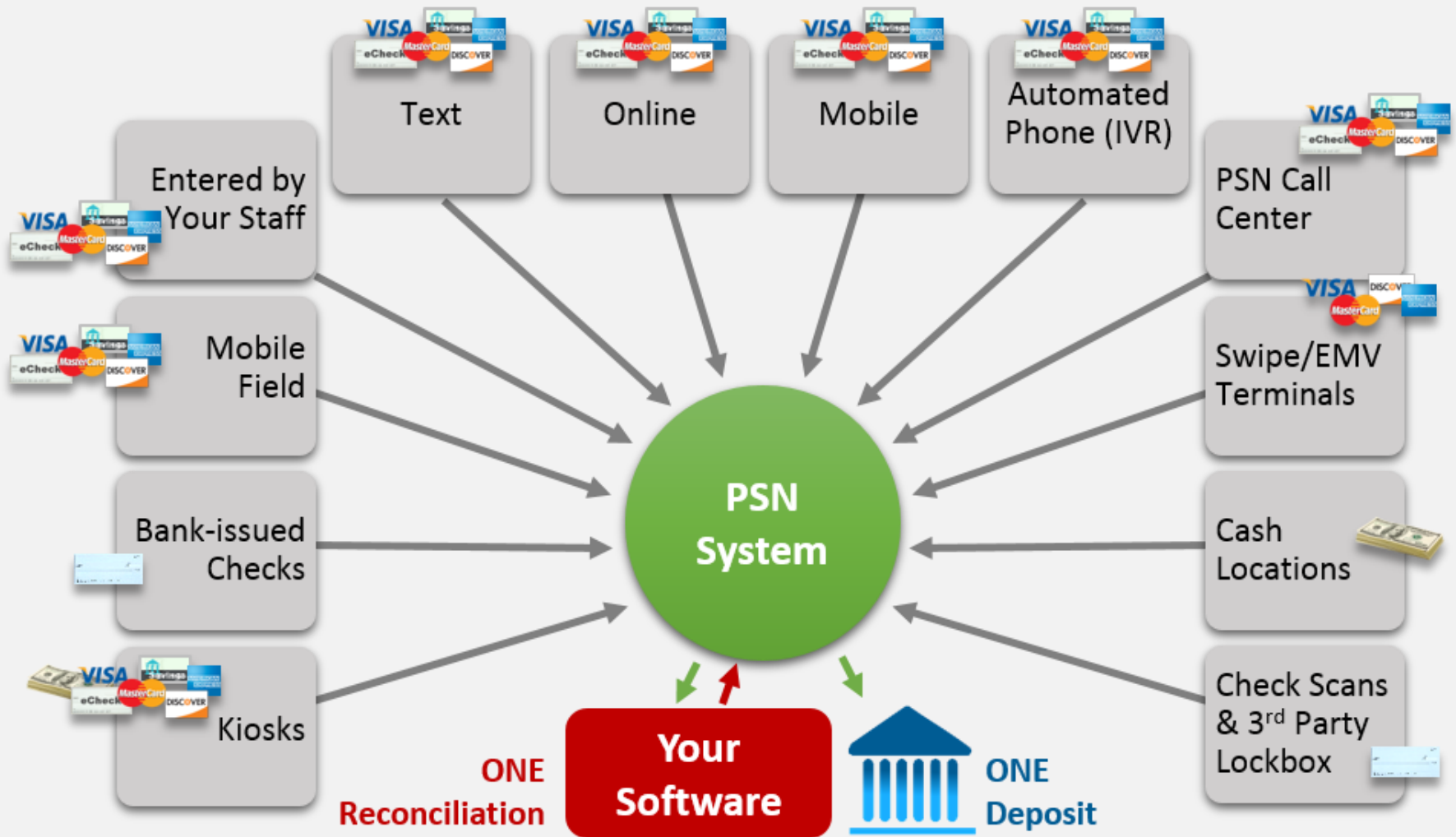


Kiosks



Lockbox

Payment Consolidation



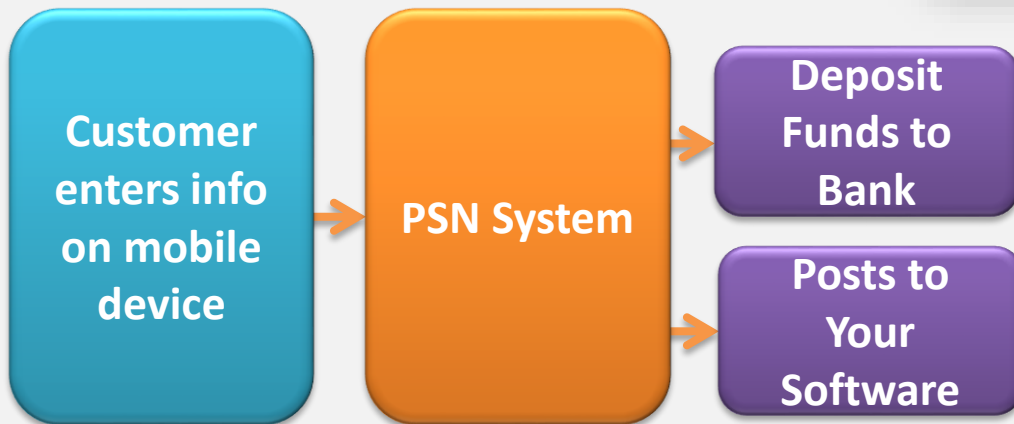
No matter how your customer pays, we consolidate the payment with all others for 1 deposit and 1 reconciliation.²⁰

Mobile app payments

COMES STANDARD

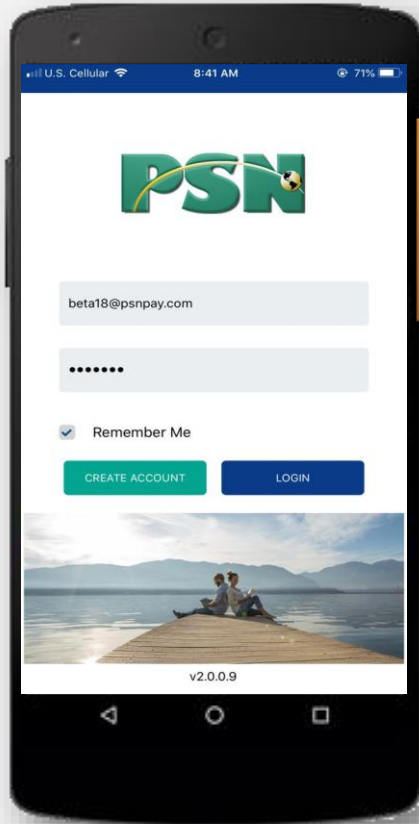
with online payments

Any payer who has an iPhone[®], iPad[®] or Android[™] phone or tablet will be able to download the free “PSN Payments” app.



We can also customize an app for you!

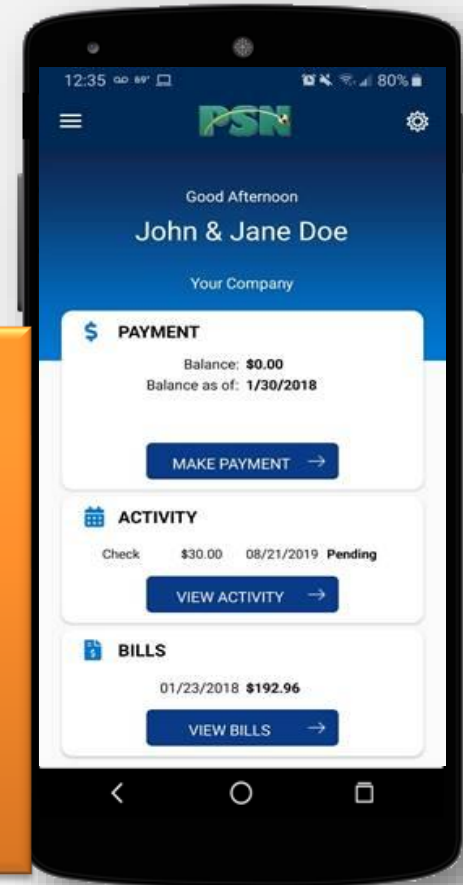
Mobile app payments



Customer logs in with PSN credentials that they set up online.

Customer chooses to:

- Pay
- View balance due (if integrated account)
- View bills
- View payments made
- Change payment method (checking, credit card)
- Change password



Mobile app payments

ENTER PAYMENT INFO

Select Method *
Visa1111

Payment Date
8/12/2019

Pay Balance Due

Pay Other Amount

Payment Amount *
\$20.00

Convenience Fee \$2.65

Total \$22.65

Continue →

STEP 1.

Customer selects payment method and amount; then selects Continue.

CONFIRM PAYMENT

Pay to Sheboygan Water Utility

From Visa*****1111

Payment Date 08/12/2019

Payment Amount \$20.00

Convenience Fee \$2.65

Total \$22.65

By submitting, I agree to the [Terms and Conditions](#) that apply.

Edit info Submit Payment

STEP 2.

Customer confirms info and selects Submit.

Payment Approved

Confirmation Number 51385727

Business Sheboygan Water Utility

From Visa*****1111

Payment Date 08/12/2019

Amount \$22.65

Home New Payment

STEP 3.

Customer receives confirmation.

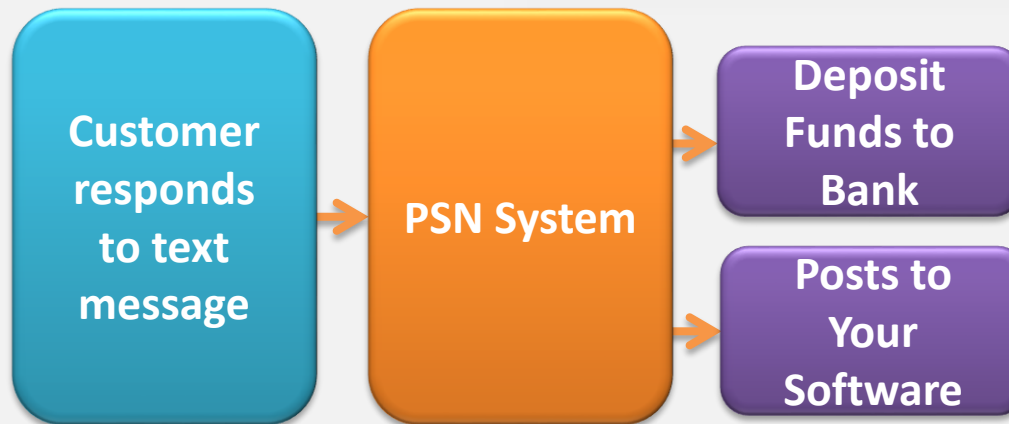
Customers can view payment status and print receipts online



www.PaymentServiceNetwork.com
866-917-7368

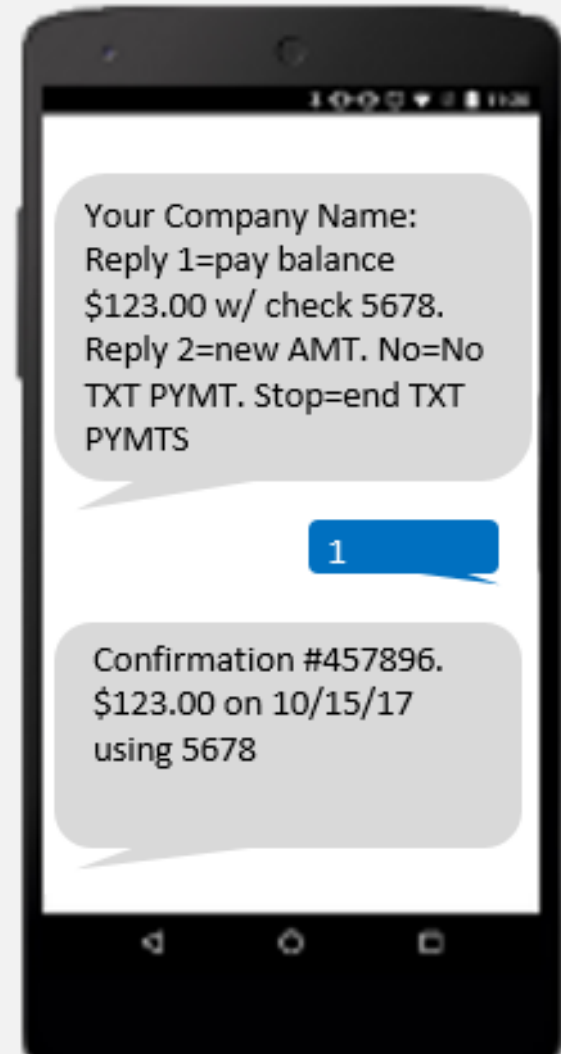
Text payments

Any payer who signs up for text message payments, can pay from any device which receives and sends text messages.



Text Payments

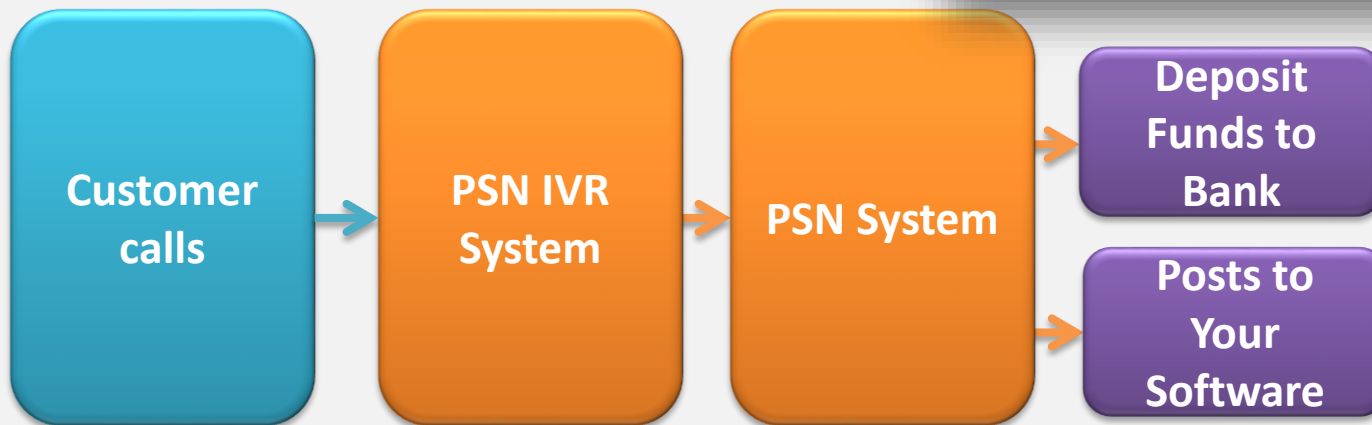
1. PSN sends text message to your customer
 - Your company name
 - Amount due
 - Payment options
2. Customer texts
 - “1” to pay amount due
 - “2” to enter different payment amount
 - “No” to indicate not paying by text this time
 - “Stop” to no longer receive text messages
3. PSN sends confirmation text



Message is customized depending on the payment parameters you allow.

Automated phone payments (IVR)

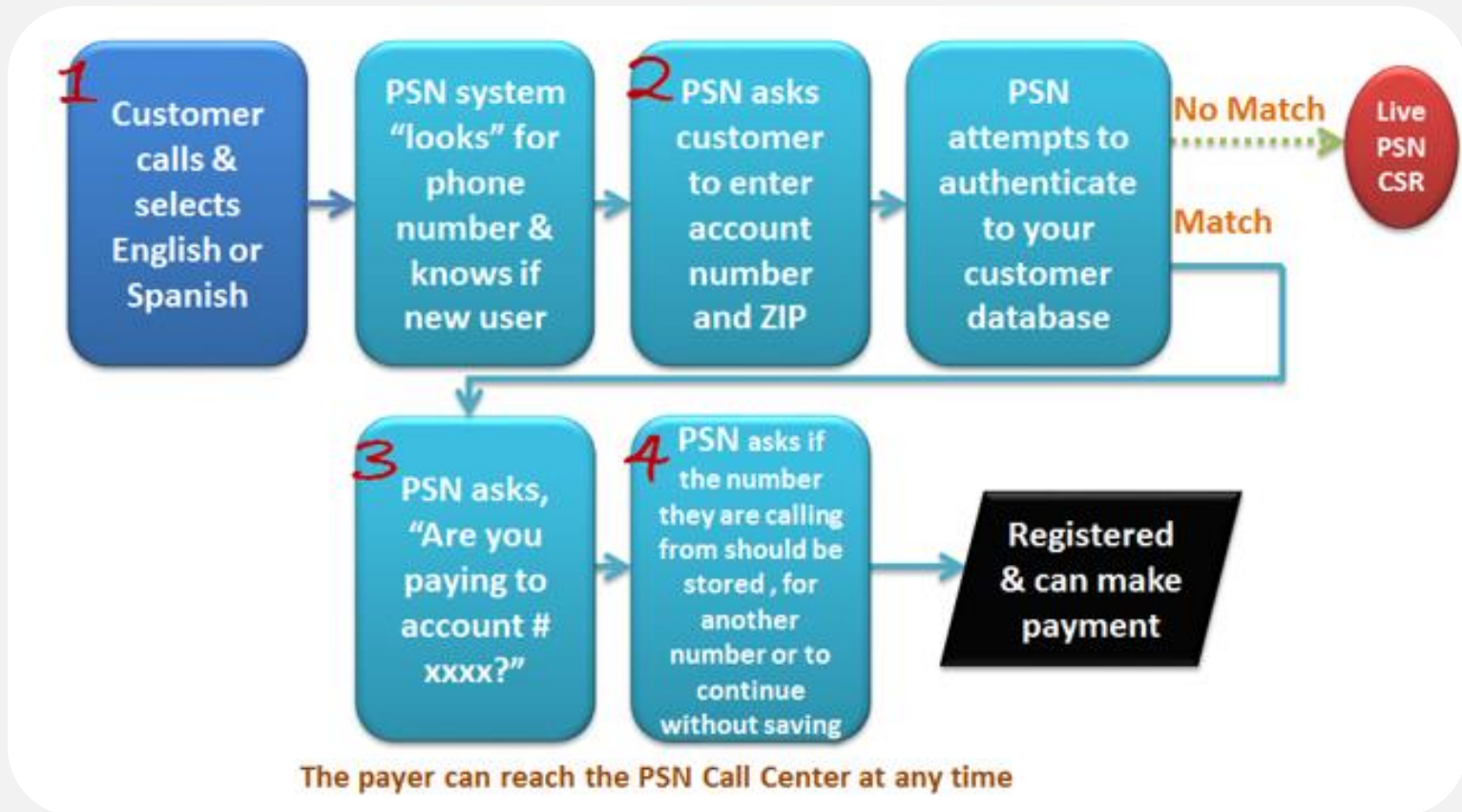
Customer will call a toll free number
They can opt for English or Spanish
First call, they will validate themselves
Future calls automatically recognize customer



We can also customize an IVR for you!

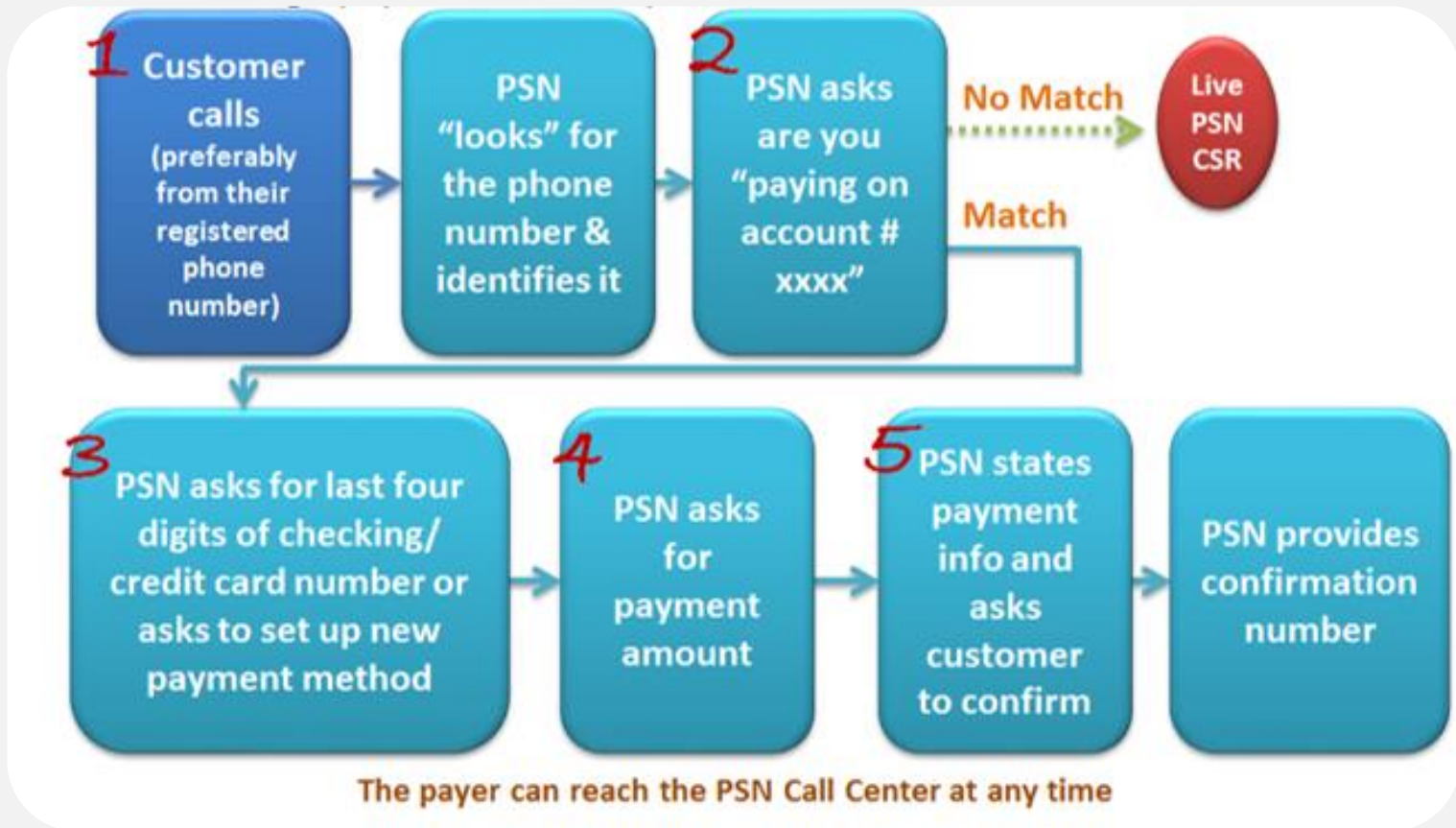
Automated phone payments (IVR)

Validation process...



Automated phone payments (IVR)

Making a Payment on Subsequent Calls

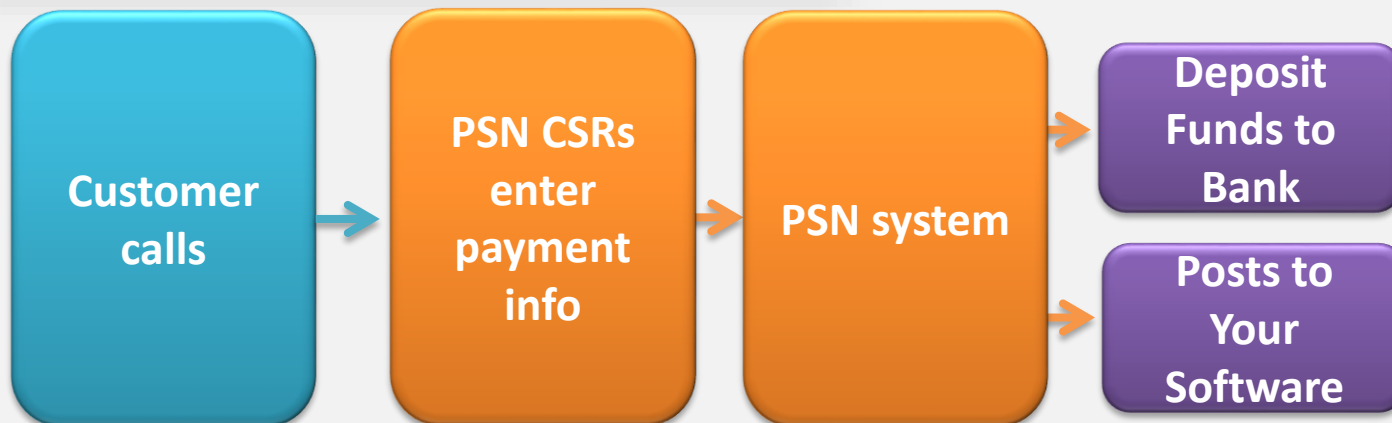


PSN Call Center phone payments



PSN maintains a call center for direct payer calls or payers who opt out of the IVR

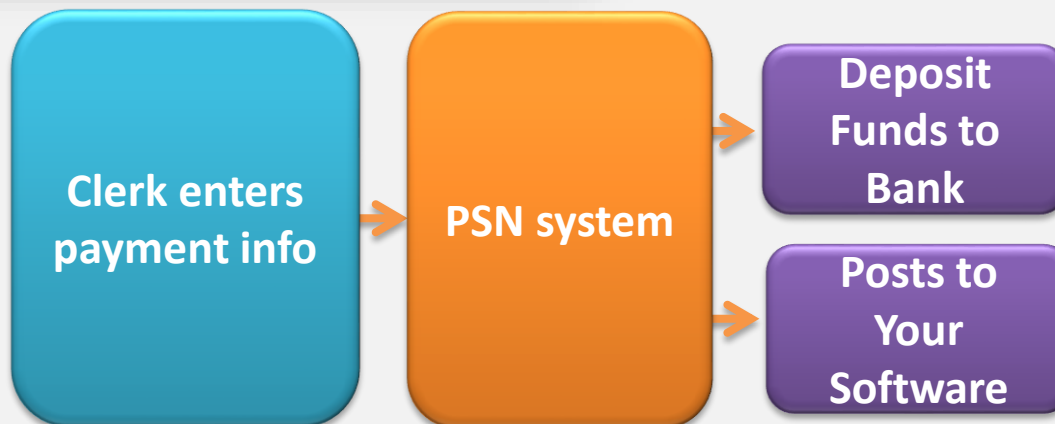
- English- and Spanish-speaking customer service staff
- Hours: 7am-7pm weekdays; 8am-5pm weekends and holidays (Central)



Counter payments



Your staff can enter payments directly into the PSN “virtual” terminal—any Internet-connected device



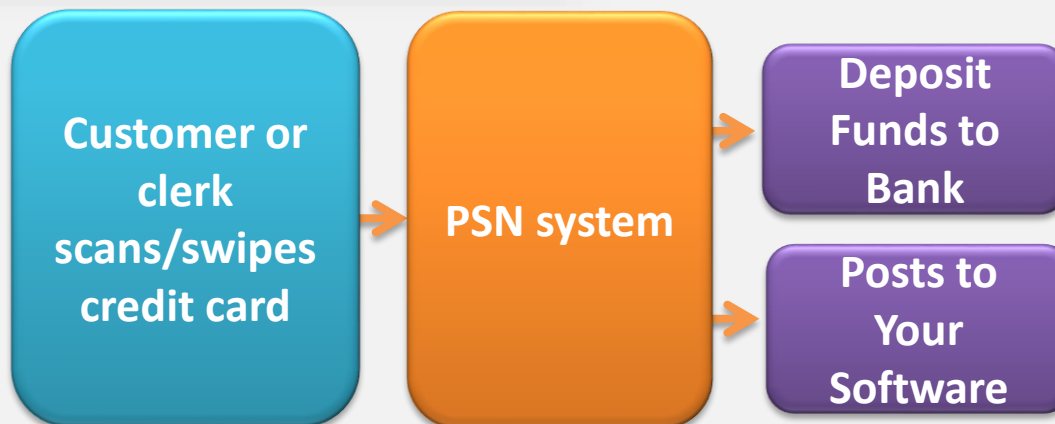
Credit card terminal payments



Credit card EMV/swipe machines are integrated with the PSN system

Up to 10 departments can utilize one terminal

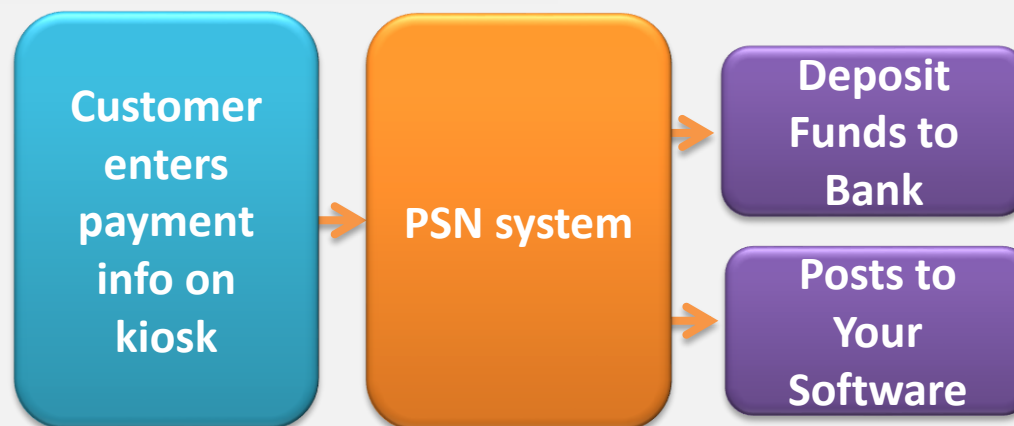
Balance due can display



Kiosk payments

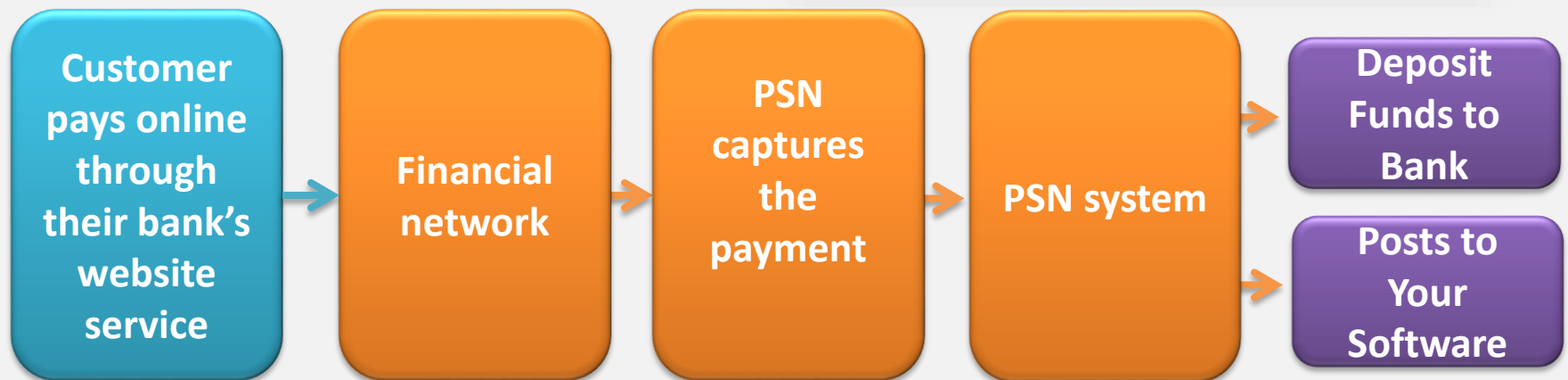


Kiosk options include interior, exterior and thru-the-wall units. Can accept check, savings, credit card and cash payments (your choice)



Bank-generated payments

PSN captures the payment that a payer makes in their bank's bill pay service and turns it into an ePayment—eliminating the lengthy process of having the bank issue a paper check.



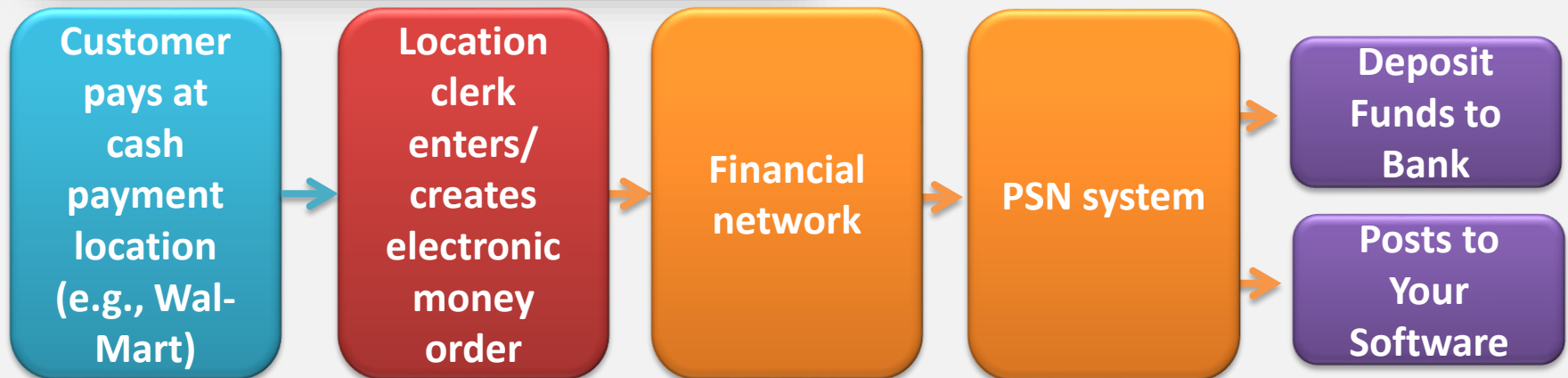
Cash payments



You select cash payment locations from a list provided by PSN (e.g., Wal-Mart)

PSN converts cash into an ePayment

Eliminates risk of accepting cash in office



Benefits

- **No matter how your customer pays, payments can flow through PSN for**
 - Real-time online lookup
 - One deposit to bank account
 - One reconciliation report
- **Allows your customers many payment options**
 - Some must pay in cash, some will only send a paper check, some will need to pay by credit card...
- **You select which solutions are best for your business and your customers**

**Thank you for your time
and consideration.**

Voice: 608.442.5071

Email: JDull@PaymentServiceNetwork.com



**WE ARE IN A
DROUGHT**



**Please Conserve
Water**



**Please Check Our
Website For Ways To
Conserve Water**

<https://garbervillesd.specialdistrict.org/>

Garberville Sanitary District
919 Redwood Drive
Garberville Sanitary District
(707)923-9566
admin@garbervillesd.org

**Think before using
water because
waste is life
threatening**

**Drips lead to gallons of water waste
and higher bills**

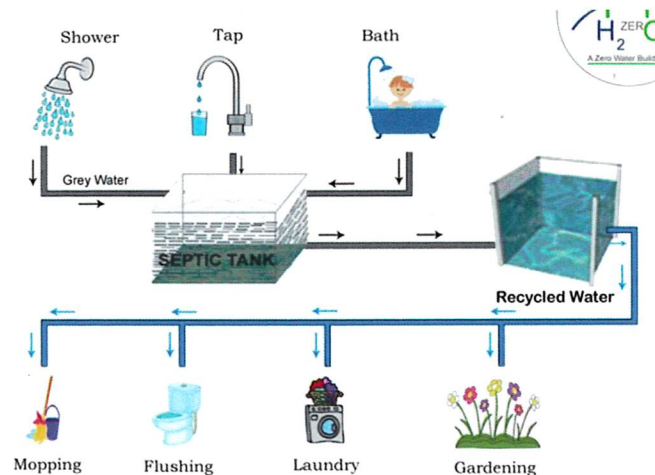


DROUGHT REQUIREMENTS

Your water usage
today will determine
your water availability
tomorrow.
**CONSERVE WATER
NOW**

This plan will be implemented and enforced by Garberville Sanitary District and the public will be made aware of this plan through customer outreach by the media, phone call, letter and the GSD website.

Customers will be required to conserve water including but not limited to gallons per day water usage and if they don't comply, may be fined for gallons of water used above the maximum allowed.



(1st phase)---All customers voluntarily reduce water consumption. No commercial agricultural watering. Takes effect when S. Fork Eel River reaches 15cfs

(2nd phase)--- Stop all outdoor watering except for animals, vegetables or fruit. Takes effect when S. Fork Eel River reaches 12cfs

(3rd phase)--- Water use on specific days, designated by GSD. Takes effect when S. Fork Eel River reaches 9cfs.

(4th phase)---Water for personal health and safety only with no allowance for outside watering. Takes effect when S. Fork Eel River reaches 7cfs

**NON-COMPLIANCE MAY
RESULT IN ENFORCEMENT
ACTIONS WHICH INCLUDE
FINES**

Eel River flow and CFS are found at:
https://waterdata.usgs.gov/ca/nwis/uv?site_no=11476500

6.0 PERSONNEL RECORDS

The employee has a right to inspect **certain** documents in their personnel file, as provided by law, in the presence of The **General Manager or designee GSD representative** at a mutually convenient time. No copies of documents in their file may be made, with the exception of documents that they have previously signed. The employee may add their comments to any disputed item in the file.

GSD will restrict disclosure of their personnel file to authorized individuals with GSD. Any request for information contained in personnel files must be directed to the **District Administrator General Manager or designee**. Only the General Manager **or designee** is authorized to release information about current or former employees. Disclosure of personnel information to outside sources **is discouraged and** will be limited. However, GSD will cooperate with requests from authorized law enforcement, or local, state, or federal agencies conducting official investigations and as otherwise legally required.

6.1 Names and Addresses

GSD is required by law to keep current all employees' name and addresses. Employees are responsible for notifying the District in the event of a name or address change.

6.1.2 Employee References

All requests for references must be directed to the General Manager **or designee**. No other person is authorized to release references for current or former employees. By policy, the District discloses the dates of employment, the title of the last position held, general description of last job duties, reason for termination, and any incidents of violence of former employees. If the employee authorizes the disclosure in writing, the District also will inform prospective employers of the amount of salary or wage they last earned.

7.0 POLICIES REGARDING EMPLOYEE CONDUCT

7.1 Safety Policy

The District recognizes its responsibility for providing the safest possible conditions for its employees and customers. This responsibility is met by means of a safety program that is applied through the development of safety awareness among employees, the use of up to date safety equipment, and the continual inspection of conditions and practices by all levels of supervision. It is the responsibility of **the Safety Officer along with** every employee to develop safe working habits. The development of proper attitudes toward safety is the only method to improve safe working habits. Therefore, training sessions play a large part in the safety program. The District wants to protect all employees and the public from injury and accidents. To accomplish this goal, the safety program involves all employees, and requires the active participation and cooperation of all to make it operate effectively.

Safety training sessions are conducted for all District employees, and employees are expected to perform in a safe manner. Negligent or unsafe conduct by an employee will result in disciplinary action. All employees must follow the safety procedures established by management. The **Chief Operator Safety Officer** will report to the Board on annual completion of Safety training programs which he or she personally completes as well as certification of successful completion of the training program by all employees **monthly**. **pursuant to the Chief Operator's job description set out in Appendix "B."**

7.1(a) Hazardous Work Conditions

Despite a collective and diligent effort to ensure safe working conditions for all District employees, there are hazards that cannot be foreseen or avoided.

Employees are expected to be aware of their surrounding at all times and to act safely and responsibly in the work place. Employees who are unsure, uncomfortable or hesitant should immediately notify the General Manager or **designee** before engaging in the potentially hazardous work.

Employees are NOT required to perform any task they consider to be dangerous or hazardous.

All incidents MUST be documented regardless of what the hazard or incident.

The following is a non-exhaustive list of certain hazardous conditions that may arise and responsive actions.

- a. Animals biting or attacking---As a general rule, employees should keep a safe distance from stray or domestic animals. If an animal displays any tendencies perceived to be dangerous, do not come into contact with the animal, ready deterrent spray, contact the owner to control the animal, and call for assistance. If an employee is attacked, seek immediate medical attention and report the attack to a supervisor and law enforcement.
- b. Angry and threatening people---Employees are likely to encounter combative people during their employment. In such circumstances, employees should remain calm, professional, and respectful. Employees should remove themselves from the situation by leaving the area and should not, under any circumstances, respond aggressively. Employees should immediately report the incident to the General Manager or designee and law enforcement if needed.
- c. Needles and dangerous paraphernalia—Employees who encounter needles or drug paraphernalia should immediately notify law enforcement and the General Manager or designee. Employees should not attempt to remove the item, unless appropriate safety precautions are taken, including avoiding contact with bare skin by wearing protective gloves and ensuring proper disposal. If an employee is injured by any object, go directly to the emergency room and notify General Manager or designee.
- c. Being asked to do work for Customers—If a customer asked you to assist them, employees must first notify the General Manager or designee for prior approval. Employees should not provide assistance to customers if it involves going in private residences or on private property to perform work.
- d. Working alone---If conditions are dangerous, employees should stop, call for assistance, and notify General Manager or designee.
- e. Working in confined spaces or with chemicals---Employees should always notify a co-worker and the General Manager or designee in advance of performing the work in confined spaces or with any chemicals. Only employees who have obtained the proper training and certifications should perform any work with chemicals. If an employee is unsure, ask the General Manager or designee first. Employees should comply with any and all required precautions, such as the mandatory use of protective equipment.

7.2 Smoking Policy

GSD is committed to providing a safe and healthy environment for employees and visitors. Therefore, smoking is not permitted in the workplace.

7.3 Alcohol and Drug Use Policy

In accordance with our general personnel policies, whose overriding concern is a regard for the employee as an individual as well as a worker, GSD has adopted the following policy:

- a. We believe alcoholism and drug dependencies are illnesses and should be treated as such.
- b. We believe the majority of employees who develop these dependencies can be helped to recover, and the District shall offer or facilitate appropriate assistance for the employee.
- c. We believe the decision to seek diagnosis and accept treatment for any suspected illness is the responsibility of the employee. However, continued refusal of an employee to seek treatment when it appears that substandard performance may be caused by any illness is not tolerated.
- d. We believe it is in the best interest of employees and the District that when alcoholism or drug dependency is present, it should be diagnosed and treated at the earliest possible stage. The District requires all new employees to pass a drug screening, and may, at its discretion, require further drug screening.
- e. Confidential handling of the diagnosis and treatment of alcoholism or drug dependency will be the responsibility of the appropriate manager and the General Manager.
- f. The objective of this policy is to retain employees who may develop alcohol or drug dependency by helping them to arrest its further advance before the condition renders them unemployable.
- g. All employees should be aware that the use of alcohol or any drugs interfering with safe and efficient functioning on the job is a matter of District concern and will be dealt with in an appropriate manner.
- h. Employees are prohibited from drinking alcoholic beverages on company time or on company premises, reporting to work or driving a District vehicle while under the influence of alcohol or drugs. Employees are prohibited from working, driving a District vehicle or appearing on Garberville Sanitary District premises under the influence of or in the possession of alcohol, illegal drugs, controlled substances, prescription drugs, or over-the-counter remedies that may impair the employee's ability to function, or that may endanger the safety of others.
- i. Substantial evidence of illegal actions on the job, including the use of illegal drugs, when such actions can be traced to specific employees, will be reported to the appropriate authority and will result in disciplinary action by the District.
- j. Employees convicted of illegal drug traffic charges will be immediately terminated. Employees found to be involved in such traffic on company premises or during working hours will be terminated and reported to the appropriate authorities.
- k. All employees must pass a drug and alcohol screen prior to beginning their duties. (See section 3.3.) The District reserves the right to screen employees for drug use as permitted by law including random drug screening of all employees, including managers, as well as drug and alcohol testing of individuals for cause.

7.4 Non-Harassment Policy

GSD is committed to providing a work environment free of unlawful harassment. GSD's policies prohibit sexual harassment, and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or harassment or any other basis protected by federal, state or local law, ordinance or regulation. GSD's anti-harassment policies apply to all persons involved in the operation of the organization and prohibit unlawful harassment by any employee, including supervisors and co-workers.

By way of example, prohibited unlawful harassment may include, but is not limited to, the following behavior:

- a. **Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.**
- b. **Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures.**
- c. **Physical conduct such as assault, unwanted touching (including unwanted hugging), or blocking normal movement or interfering with work for reasons motivated by sex, race or any other protected status.**
- d. **Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors.**
- e. **Retaliation for having reported or threatened to report harassment. If you believe that you have been unlawfully harassed, provide a written complaint to your own or any other GSD Management personnel or Chairperson or Member of the Board of Directors. To the extent permitted by law, due process, and fairness, written or oral complaints shall remain confidential. In the event a written complaint can not be prepared, it shall be made orally and then reduced to writing and signed by the complainant. A complaint should be specific and for each occurrence should include the date(s), time(s), location(s), names of the individuals involved and the names of any witnesses. An immediate, thorough and objective investigation of the harassment allegations shall be initiated by the appropriate manager or by the Chairperson of the Board of Directors.**
- f. If GSD determines that unlawful harassment has occurred; effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by GSD to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. A GSD representative will advise all parties concerned of the results of the investigation. GSD will not retaliate against anyone for filing a complaint and will not knowingly tolerate or permit retaliation by management, employees or co-workers. GSD encourages all employees to report any incidents of harassment immediately so that complaints can be quickly and fairly resolved.

7.5 Standards of Conduct

Following is a list of standards that GSD expects of its employees while on the job. Violation of these standards could lead to disciplinary action, including possible termination. Note: Both employee and the employer have the right to terminate the employment relationship at any time with or without cause. The standards are as follows:

- a. Courteous treatment of the public and fellow employees.
- b. Following all lawful and reasonable regulations and orders given by the supervisor.
- c. Attention to duty.
- d. Careful use of District property.
- e. Honesty.
- f. Promptness and consistent attendance.
- g. Appropriate use of sick leave.
- h. Professionalism.
- i. Compliance with the Alcohol and Drug Use Policy stated above.

7.6 General Office and Field Policies

- a. Only Board Members, District employees, or authorized visitors are permitted in the office area behind the counter or on District property unless authorized **by General Manager or designee**.
- b. Unauthorized or excessive personal use of telephones, Internet, and other office equipment, or District property, is not allowed.
- c. District Vehicle Usage: **Using District vehicles for personal use is prohibited unless approved by the General Manager or designee. During working hours, trips for personal purposes will be avoided. Occasionally, stopping at a store en route to a business destination, or going to a restaurant (within close proximity of your work location) for lunch is permitted. While going to or from work, occasionally stopping to buy groceries, pick up laundry, medication, etc., is not appropriate. Other than the foregoing uses, District Vehicles will not be used for any personal purposes without prior written approval. This means that weekend or after-hour trips to the store (regardless of how close to home), trips back to the office to retrieve forgotten personal items, or any other non-business usage will not be permitted.**
- d. Personal Vehicle Usage: When an employee is authorized to use his/her personal vehicle in the performance of GSD work, he/she shall be reimbursed for the cost of said use on the basis of total miles driven and at the rate specified in the Internal Revenue Service Guidelines in effect at the time of said usage.
- e. Use of personal vehicles shall not be authorized for the performance of GSD work if a suitable GSD vehicle is available and safely operational.
- f. Every attempt shall be made to coordinate work so that GSD vehicles are available and operational for the performance of said work.
- g. Proof of adequate insurance coverage for collision, personal injury, and property damage shall be required by the GSD of any employee using a personal vehicle in the performance of GSD work.
- h. Tools will be inventoried annually by field staff. Employees are expected to use all tools and equipment with care and good judgment. Damage to tools and equipment must be reported to the Chief Operator or General Manager as soon as possible.

- i. Dress will be appropriate for the work to be performed. Employees must maintain a clean, neat appearance when working with the public.
- j. GSD reserves the right to inspect all GSD property to insure compliance with its rules and regulations, with or without notice to employee and/or in the employee's absence.
- k. GSD may keep a record of all passwords or codes used for any GSD electronic or other equipment, and GSD may at any time access any and all information on such equipment.

7.7 Approval of Expenditures

- a. Total expenditures for one calendar day by any employee for any single item or group of related items, may not exceed \$200.00, without advance General Manager's approval. Managers may set lower limits for expenditures by their staff.
- b. Exceptions to the above limits are chemical, materials and services for routine operation of water and wastewater plants and systems, and routine office supplies and expenses.
- c. Employees must follow the chain of command to obtain approval for emergency expenditures.
- d. The General Manager shall prepare a written report to the Board for all emergency expenditures exceeding \$2,000.00 for any single item for the next Board Meeting.

7.8 Questions regarding Board Members

- a. All Questions regarding the Board of Directors, such as conflict of interest and questions about the interests or conduct of an individual Board Member should always be referred to the General Manager **or designee**. The General Manager **or designee** shall contact the Fair Political Practice Commission (FPPC) on all issues concerning conflict of interest for guidance. Staff should not attempt to respond to questions or comments on issues that are the sole responsibility of the General Manager **or designee**.
- b. For security reasons, inquiries regarding plant design or operational specifics may be referred to the Board at management's discretion.

7.9 News Media Contacts

Employees may be approached for interview or comments by the news media. Only the General Manager, **designee or Board Chairperson** may comment to news reporters on GSD policy or events relevant to GSD.

7.10 Seminars and Workshops

Attendance at seminars or workshops by GSD staff must be approved by the General Manager **or designee**. Per Diem and other costs associated with seminars and workshops will be approved on an individual basis for each seminar or workshop, based upon current Humboldt County reimbursement schedules.

7.11 Conflict of Interest

Employees must comply with Garberville Sanitary District's conflict of interest code set out in

Appendix "D."

PERFORMANCE EVALUATION

The employee's performance is important to the District. The performance evaluations are guides to help the employee improve in needed areas and confirm their strengths in other areas. Once each year, on or about their anniversary date, the employee's supervisor will review their job progress within the District and help them to set new job performance plans. New employees will be reviewed at the end of their introductory three month period and then annually.

8.1 Annual Evaluation

The appropriate manager will evaluate all employees, permanent and temporary, full-time and part-time at least annually.

- a. Management will evaluate their staff members and review the evaluation with the employee. Each employee evaluation shall be in writing: written by the appropriate manager and signed by the employee.
- b. The Chief Operator will be evaluated by the General Manager. The evaluation shall be in writing and signed by both the General Manager and Chief Operator.
- c. The General Manager will be evaluated based on the Agreement signed by the Board and the General Manager.
- d. The Board will consider a merit in grade raise based on General Manager's recommendation and evaluation of employees.

8.2 Interim Evaluations and Counseling

Management may evaluate or counsel their staff as needed between annual evaluations to help employees improve their performance. The Board may evaluate or counsel the General Manager as needed between annual evaluations to help with his/her performance.

8.3 Positive Performance Guidelines

Management will follow the Positive Performance Guidelines when evaluating or counseling their staff. Because GSD is an "at will" employer, both employee and employer have the right to terminate the employment relationship at any time with or without probable cause. Results of evaluations do not affect or modify the "at will" status of employment.

9.0 GRIEVANCE PROCEDURE

Any employee may obtain consideration of a grievance without jeopardizing the security of his/her position with the District by following the steps below:

- a. Discuss the grievance with the appropriate manager and try to reach a resolution.
- b. If the grievance is unresolved within 7 days, the employee may present his/her case in writing to the Board member appointed as Employee Liaison.
- c. The employee will meet with the appointed Board Employee Liaison to discuss, and if possible, resolve the grievance.
- d. If the grievance is not resolved within 7 days of the meeting with the Board Employee Liaison, the liaison or the employee may request in writing that this matter be presented to the Board within 15 days.

- e. Board of Directors' consideration of employee grievances will be conducted according to the Brown Act of the State of California. The employee bringing the grievance may choose whether discussion will be conducted in open or in executive (closed) session.
- f. In the event that the determination of the Board is not accepted by the Employee, the employee may request and the Board shall refer the matter to the Dispute Resolution Committee under Section 9.0. This grievance procedure is set out as a general method for the District and employees to resolve issues. However, nothing in this grievance procedure is intended to, or shall change the "at will" status of employment.

10.0 DISPUTE RESOLUTION PROCEDURE

Garberville Sanitary District will follow the dispute resolution procedure set forth in Appendix "C." As a condition of employment, ALL employees will be required to sign the dispute resolution.

11.0 RIGHT TO REVISE

This personnel policy manual contains the employment policies and practices of Garberville Sanitary District in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

Garberville Sanitary District reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this manual or in any other document, except for the policy of "at-will" employment. However, any such changes must be in writing and must be approved by the Board of Directors of Garberville Sanitary District.

Any written changes to this manual will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this manual.

This Personnel Policy Manual sets forth the entire agreement between the employee and Garberville Sanitary District. Nothing in this manual or in any other personnel document, including benefits plans descriptions, creates or is intended to create a promise or representation of continued employment for any employee.

12.0 CONFIRMATION OF RECEIPT

By signing below the employee acknowledges receiving a copy of the District's Personnel Policy Manual. The employee understands and agrees that it is their responsibility to read and familiarize themselves with the policies and procedures contained in the manual.

The employee understands that except for employment "at-will" employment status, any and all policies or practices can be changed at any time by the District. Garberville Sanitary District reserves the right to change the employee's hours, wages, and working conditions at any time. The employee understand and agree that other than the General Manager, no other person has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than "at-will"; only the General Manager has the authority to make any such agreement and then only in writing.

The employee understands and agrees that nothing in the Personnel Policy Manual creates or is intended to create a promise or representation of continued employment and that employment at Garberville Sanitary District is employment "at-will;" employment may be terminated at the will of the District. The employee's signature certifies that they understand that the foregoing agreement on "at-will" status is the sole and entire agreement between Garberville Sanitary District and the employee concerning the duration of their employment and the circumstances under which their employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning their employment with Garberville Sanitary District.

EMPLOYEE SIGNATURE _____ DATE _____