

CUYAMA COMMUNITY SERVICES DISTRICT

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RECEIVED

May 28, 2016

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The Honorable James Herman
County Courthouse
1100 Anacapa St.
Santa Barbara, CA 93101

BY: _____

SUBJECT: Pursuant to *California Penal Code Section 933 and 933.05*, Cuyama Community Service District response to the Santa Barbara County Grand Jury enumerated findings and recommendations: **"Operating Under Difficult Circumstances"**

Dear Judge Herman:

Cuyama Community Service District (CCSD) wishes to thank the Santa Barbara County Grand Jury for the opportunity to respond to the report titled "*Operating Under Difficult Circumstances*"

Enclosed you will find the CCSD Board of Directors responses to the findings and recommendations.

The Board of Directors are committed to providing dependable and affordable water/wastewater services to the New Cuyama community.

Respectively yours,



Malcolm Ricci
Chairman of the Board of Director
Cuyama Community Services District

cc: Santa Barbara County Grand Jury

FINDINGS – RECOMMENDATIONS - RESPONSE

Finding 1

The meeting minutes are far too detailed and are not submitted to and approved by the Cuyama Community Services District Board of Directors in a timely manner.

Recommendation 1

That the Cuyama Community Services District Board of Directors require that the minutes be succinct and submitted for acceptance at the next scheduled meeting.

Response 1

The Cuyama Community Services District Board of Directors agrees with the finding and will follow the recommendation. The Board will direct that all meeting minutes be brief and to the point, completed and submitted for acceptance at the next regular scheduled board meeting.

Finding 2

Neither the Board of Directors nor key employees have ever attended ethics training courses. The Board of Directors has the authority to mandate ethics training for key employees.

Recommendation 2

That the Cuyama Community Services District Board of Directors include biennial ethics training within the job descriptions of key employees including the Manager of Water/Sewer Operations and the Controller.

Response 2

Some of the Cuyama Community Services District Board of Directors have attended ethics training courses, however the Board agrees with the recommendation and will include in the job descriptions of key employees that they must attend biennial ethics training courses, including the Manager of the Water/Sewer Operations and the Controller.

Finding 3

No job descriptions exist for Assistant Operator, Relief Secretary, Maintenance Worker, and Assistant Maintenance Worker.

Recommendation 3

That the Cuyama Community Services District Board of Directors ensure job descriptions are prepared for all employees.

Response 3

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation. We are developing a job description for every person employed by Cuyama Community Service District.

Finding 4

Job descriptions for Manager for Water/Sewer Operations and Controller have not been updated for several years.

Recommendation 4a

That the Cuyama Community Services District Board of Directors require the existing but obsolete job description for Manager for Water/Sewer Operations be updated to include licensing requirements, professional qualifications, and response time expectations, at a minimum.

Response 4a

The Cuyama Community Services District Board of Directors agrees with the finding and has updated the job description for the Manager of the Water/Sewer Operations to include licensing requirements, professional qualifications, and response time expectations.

Recommendation 4b

That the Cuyama Community Services District Board of Directors require the existing but obsolete job description for the Controller be updated.

Response 4b

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and is working to update the job description for Controller.

Finding 5

The Cuyama Community Services District Personnel Policy Manual has no policy addressing conflicts of interest such as nepotism.

Recommendation 5

That the Cuyama Community Services District Board of Directors add a policy on conflicts of interest such as nepotism to its Personnel Practices Manual.

Response 5

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and is in the process of adding a policy of conflicts of interest that includes nepotism to its Personnel Practices Manual.

Finding 6

The Board of Directors has failed to follow its policy set forth in the Personnel Policy Manual Section XIV, Part 2 and allowed "Offensive, abusive, or persistent discourteous treatment of the public or fellow employees".

Recommendation 6

That the Cuyama Community Services District Board of Directors enforce Section XIV (Disciplinary Actions Against Employees) Part 2 of its Personnel Policy Manual.

Response 6

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and will enforce Section XIV (Disciplinary Actions Against Employees) Part 2 of its Personnel Policy Manual.

Finding 7

The Cuyama Community Services District Board of Directors has no succession plan for the positions of Manager for Water/Sewer Operations or Controller.

Recommendation 7

That the Cuyama Community Services District Board of Directors establish an orderly succession plan for the positions of Manager for Water/Sewer Operations and Controller.

Response 7

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and is working to develop and establish a succession plan for the positions of Manager for Water/Sewer Operations and Controller.

Finding 8

Required annual personnel performance reviews have not been conducted in accordance with Section XXIII of the Cuyama Community Services District's Personnel Policy Manual.

Recommendation 8

That the Cuyama Community Services District Board of Directors and Manager for Water/Sewer Operations conduct annual performance reviews of all employees.

Response 8

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and has started conducting annual performance reviews in addition to setting yearly goals of all employees.

Finding 9

The Cuyama Community Services District Board of Directors has not enforced its delinquent account enforcement policy, CCSD Water Policy, Article 10 - Discontinuance of Service, 1-1003, Non-payment of Bills.

Recommendation 9

That the Cuyama Community Services District Board of Directors enforce its delinquent accounts collection policy.

Response 9

The Cuyama Community Services District Board of Directors agrees with the finding that delinquent policy was not strictly enforced in some cases. We agree with the recommendation to enforce its delinquent accounts collection policy.

Finding 10

That the Cuyama Community Services District will need to increase its revenues to remain financially viable.

Recommendation 10

That the Cuyama Community Services District Board of Directors implement the rate increases recommended in the October 2015 CCSD Water and Wastewater Rate Study by the Rural Community Assistance Corporation.

Response 10

The Cuyama Community Services District Board of Directors agrees with the finding and is evaluating all options to balance the budget, increase revenue and create a saving account that will cover repairs, maintenance, equipment upgrades and replacement costs. The Board appreciates the October 2015 CCSD Water and Wastewater Rate Study by the Rural Community Assistance Corporation. However, the Board is very concerned that a drastic rate increase will create a substantial financial hardship on many community members.

Finding 11

The public needs to be informed of the need for and implementation of future water and wastewater rate increases.

Recommendation 11

That the Cuyama Community Services District Board of Directors initiate a public education program regarding the need for water and wastewater rate increases.

Response 11

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and is in the process of developing a public education program regarding the need for water and wastewater rate increases as it was done previously when the need for rate increases were necessary.

Finding 12

That the existing telephone system does not adequately support teleconferencing.

Recommendation 12

That the Cuyama Community Services District Board of Directors ensure an adequate teleconferencing system is available.

Response 12

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and has replaced the old system with a system capable of teleconferencing.

Finding 13

The Cuyama Community Services District Board of Directors has not enforced CCSD Policy 911 regarding the personal use of District owned vehicles.

Recommendation 13

That the Cuyama Community Services District Board of Directors enforce its existing policy regarding the personal use of District owned vehicles.

Response 13

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and is enforcing its existing policy regarding personal use of District owned vehicles.

Finding 14

The Cuyama Community Services District Board of Directors does not receive any compensation.

Recommendation 14

That the Cuyama Community Services District Board of Directors consider compensating board members.

Response 14

The Cuyama Community Service District Board of Directors, at this time decided not to compensate board members because of New Cuyama "Disadvantage Communities" status. The Board may revisit the recommendation and consider compensating board members.

Finding 15

The heavy workload for the Controller position impacts the timely completion of some required functions.

Recommendation 15

That the Cuyama Community Services District Board of Directors make more frequent use of the Relief Secretary to reduce the workload of the Controller.

Response 15

The Cuyama Community Services District Board of Directors agrees with the finding and recommendation, and will use the Relief Secretary as necessary to reduce the workload and ensure required tasks are completed on time.