



# OLYMPIC VALLEY PUBLIC SERVICE DISTRICT



EXHIBIT G-4  
2 Pages

## ADMINISTRATION & OFFICE REPORT

**DATE:** December 15, 2020  
**TO:** District Board Members  
**FROM:** Jessica Asher, Board Secretary  
**SUBJECT:** Administration & Office Report – Information Only

**BACKGROUND:** The following is a discussion of office activities and brief status reports regarding administration that are not the subject of a separate report. This report is formatted to provide new information and recent progress only.

**DISCUSSION:** Document Management System (DMS) Project

Nicole Whiteman started as a Temporary Administrative Assistant on October 5<sup>th</sup>, 2020 and is making excellent progress on the DMS project with management from Fabienne Gueissaz and Mike Geary. Nicole is working to scan and electronically file the customer files; out of the estimated 1,300 hard copy files, she has scanned 800 files as of Tuesday, December 15<sup>th</sup> (with the exception of large format prints). She has been using Springbrook and ParcelQuest to verify that the new customer database is accurate. These files will also be reorganized by APN number rather than customer last name.

District Email Correspondence

At the request of the board, staff researched how to better communicate with the community via email. Other agencies in the area use Mailchimp, Constant Contact and CivicPlus. All companies offer similar services; staff decided to use Mailchimp, as it is the only company to offer a free version. Staff will upload all the email addresses from Springbrook (456), the District Distribution List (157) and the 2019 voter data list (267); in total there are 821 unique emails. The website will be updated so people can sign up for email notifications from the District. Staff will update Springbrook as customers submit and update their information on the website.

Board Member Training

Directors Katy Hover-Smoot and Victoria Mercer attended virtual training presented by California Special Districts Association (CSDA) over the past several months. Directors Hover-Smoot and Mercer were able to attend two modules of the Special District Leadership Academy, *The Board's Role in Human Resources*, and

*The Board's Role in Setting Strategic Direction.* Director Mercer also attended two additional modules, *Governance Foundations* and the *Board's Role in Finance and Fiscal Accountability*; thus, completing the first track of the Special District Leadership Academy.

CSDA is scheduled to host an in-person SDLA conference next year in San Diego on April 11-14th, 2021 and in South Lake Tahoe on September 26th-29th. The conference offers a “returning track” for Directors who have already done the initial training and it can be a great way to continue education and meet other Special District Leaders. Let Jessica Asher know if you’d like to register. Scholarships are also often available for these trainings.

2020 Holiday Recognition

Due to the pandemic, the District will not host a holiday party this year. Instead, the District will be presenting gift cards to staff in recognition of their hard work and commitment to providing excellent customer service in 2020.

Year-End Statistics

Much of the District’s administrative work is not the subject of a specific report. Major projects and other prominent issues create a subset of work that is performed “behind the scenes.” Contracts and agreements are often required in support of these issues. There are also Public Records Act requests which require staff to research and compile records in response to these requests. Individual building projects such as new home building and remodels also create an impact on staff workload. Below is a summary table showing the number of contracts & agreements, public records requests, building permits and property sales processed in the past few years.

	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011
Contracts & Agreements	16	18	18	21	18	21	24	15	7	13
Public Records Requests	14	7	0	2	2	4	2	0	1	2
Building Projects – Single Family Residential	33	13	13	2	3	4	1	5	2	1
Building Projects – Remodel/Additions	11	16	15	17	16	12	14	12	8	16
Property Sales (through Sept. 30, 2020)	100	147	99	132	115	71	77	102	101	155

**ATTACHMENTS:** None.

**DATE PREPARED:** December 11, 2020