

**MINUTES OF THE MEETING OF
COMMISSIONERS OF THE
SILVER LAKE WATER & SEWER DISTRICT**

February 9, 2017

The regular meeting of the Board of Commissioners of the Silver Lake Water & Sewer District was held on February 9, 2017, beginning at 5:30 p.m., at the District Administration Building. Attending were Commissioners Bill Anderson, Rod Keppler, and Anne Backstrom. Also present were General Manager Patrick Curran, District Engineer Rick Gilmore, and Finance Manager Brad Nelson; and John Milne with Inslee, Best, Doezie, & Ryder P.S., Attorney for the District.

1.) CALL TO ORDER:

Commissioner Keppler called the meeting to order at 5:30 p.m.

2.) APPROVAL OF MINUTES:

The Minutes of the regular meeting of January 26, 2017 were unanimously approved as circulated.

3.) FINANCIAL MATTERS:

a.) Payroll, Vouchers, and Check(s) Approval:

Following discussion of various matters, payroll, vouchers, and revolving fund checks were unanimously approved and signed as follows:

Fund	Code	Number	Amount
Water Maintenance	743 5408666	.02-001-.02-031	\$43,842.14
Sewer Maintenance	743 5418666	.02-001-.02-012	595,396.73
Sewer Capital Improve.	743 5448666	.02-001-.02-001	12,781.09
Water Capital Improve.	743 5468666	.02-001-.02-002	102,514.59
Revolving Check Fund		5144 - 5163	2,713.25
Total Warrants			\$757,220.80

b.) Evergreen Adjustment Services, Inc. – Final Status Report

Mr. Curran provided a verbal summary to the Board of Commissioners of a Final Status Report received from Evergreen Adjustment Service, Inc., regarding the Victoria Hansen Claim for their review. The total claim damages totaled \$24,700.14. Since this loss was agreed to be shared 50\50 by Marshbank and the District, the amount issued by WCIA on the District's behalf was \$12,350.07.

c.) Staff Report – Telephone Call Accounting System

Mr. Curran provided a verbal summary to the Board of Commissioners of a Staff report regarding Human vs. Interactive Voice Response Machine (IVR), for their review. Staff has requested looking into an IVR machine to alleviate high call volumes at the front counter. The District may be well served utilizing an IVR to process and route calls to the proper employee and/or department that a customer wishes to speak to. Taking the time to

understand the District's callers and review the traffic patterns of the callers, such as peak call times, will help staff to understand how to map out a successful strategy. Having staff to cover the District's daily call volume and utilizing an auto attendant for peak times might create a positive caller experience.

When high call loads occur, how high call loads impact staff and customer service have not been captured, due to the existing phone systems inability to track phone use. Staff requested obtaining additional Call Accounting to be added on to the District's existing phone system from Baron Telecommunications. The Call Accounting would show the District's phone usage: call volumes by time and phone, the average time on each call, where a call is transferred, and other general data. This system is a one-time purchase at a price of \$2,495.00 before tax, and includes: one Single-site software package; one Baron Technician on-site visit to help with the installation; and manufacturer installation assistance user training and first year support.

Staff requested the Board of Commissioners authorize the purchase by motion, that the General Manager undertake all necessary actions to purchase from Baron Telecommunications, one Ultimate Call Accounting application, and have it installed to use on the District's Headquarter Site Telephone system.

Following discussion, by motion passed unanimously, the Board of Commissioners authorized the General Manager to undertake all necessary actions to purchase one Ultimate Call Accounting application from Baron Telecommunications and to have it installed on the District's Headquarter Site Telephone system.

4.) CAPITAL IMPROVEMENT PROJECT(S)

a.) Headquarter Site Improvements – Land Use Permit Binder

Mr. Curran presented a verbal summary to the Board of Commissioners of a Land Use Permit Binder regarding the District's Headquarter Site, for their review.

Following discussion, by motion passed unanimously, the President of the Board of Commissioners executed the Land Use Permit Binder which will be returned by District staff to County staff for recording.

6.) MAINTENANCE AND OPERATION REPORT(S)

a.) 2017 Conferences

Mr. Curran presented a verbal summary to the Board of Commissioners of a list of 2017 Conferences, for their review.

Following discussion, it was approved and authorized that Commissioner Backstrom, and not more than three staff would be allowed to attend the AWWA ACE 17 Conference; Commissioner Backstrom and Commissioner Anderson are authorized to attend the WASWD Fall Conference; Brad Nelson is authorized to attend the WPTA Conference and WCIA Spring Board Meeting; two staff members are authorized to attend the WOW Conference; and two staff members are authorized to attend the Esri Conference in San Diego.

b.) Personnel Matter

Mr. Curran reported to the Board of Commissioners that crew member Lonnie Gibson submitted his letter of resignation on February 3, 2017. His last day of employment with the District will be February 23, 2017.

7.) STAFF REPORTS

a.) District Engineer:

No further report.

b.) Finance Manager:

Mr. Nelson reported on a 911 call incident at the District involving a van parked in a corner of the District's customer parking lot, with a woman slumped over outside the van. She appeared to be sleeping and was unresponsive to his verbal questioning. When the Fire District Emergency Response Team (ERT) arrived they touched her shoulder and she was aroused and got up and quickly started walking around. ERT allowed her to leave. District staff captured photos of this incident and sent these pictures to the Sheriff's department.

Mr. Nelson also reported on a visit from Commissioners and staff from Clark Regional Wastewater District to tour the District's Headquarter Site. They are considering construction of new facilities. During and after the tour, they were very complimentary regarding the District's buildings and of its equipment and staff.

c.) Attorney:

Mr. Milne provided a report on his firm's representation on behalf of several King County water and sewer districts in their challenge to the recently enacted King County Franchise Ordinance imposing "rental fees" on the utilities' use of its right-of-way.

d.) General Manager:

No further report.

The General Manager requested an Executive Session to discuss matters pursuant RCW 42.30.110 (1) (g) regarding applicants for the General Manager position. A motion was made, seconded, and unanimously approved by the Board of Commissioners to convene to an Executive Session to discuss this matter. Before convening to the Executive Session at 5:51 p.m., President Backstrom advised that the Executive Session would be concluded at 5:56 p.m. The Executive Session concluded at 5:56 p.m. and the open public meeting reconvened.

There being no further business before the Board, the meeting was adjourned.

This ends the Minutes of the February 9, 2017 regular meeting. The following signature page is a scanned image of the original signature page of the Minutes and certifies these are the approved Minutes by the Secretary of the Board.

Minute Certification

I, the undersigned, Secretary of the Board Commissioners of Silver Lake Water and Sewer District, Snohomish County, Washington (the "District"), hereby certify as follows:

1. The attached copy of the Minutes of the Meeting of Commissioners (the "Minutes") is a full, true and correct copy of the Minutes of the February 9, 2017 regular meeting of Commissioners, duly adopted at a regular meeting of the Board of Commissioners of the District, held at the regular meeting place thereof on February 23, 2017, as these Minutes appear on the Minute book of the District; and;

2. A quorum of the members of the Board of Commissioners was present throughout the meeting and a majority of those members present voted in the proper manner for the approval of these Minutes.

IN WITNESS WHEREOF, I have hereunto set my hand this 23rd day of February 2017.

**SILVER LAKE WATER AND SEWER DISTRICT
SNOHOMISH COUNTY, WASHINGTON**



Rod Keppler, Secretary