



OLYMPIC VALLEY PUBLIC SERVICE DISTRICT



EXHIBIT G-4
8 Pages

ADMINISTRATION & OFFICE REPORT

DATE: December 12, 2023
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: 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 ten years. These numbers represent connection/permit fees paid, not the overall number of projects worked on throughout the year.

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Contracts & Agreements	15	28	20	16	18	18	21	18	21	24
Public Records Requests	13	5	13	14	7	0	2	2	4	2
Building Projects – Single Family Residential	2	2	20	33	13	13	2	3	4	1
Building Projects – Remodel/Additions	16	20	24	11	16	15	17	16	12	14
Property Sales	62	80	104	185	147	99	132	115	71	77

2023 Holiday Recognition

Staff recently enjoyed lunch together to sign holiday cards which have been mailed to 85 District contacts. This year, we are organizing a holiday gathering on December 15th to bring together Staff and Board Members for a moment of camaraderie and reflection on the achievements of the past year.

Winter Newsletter

The winter newsletter will be going out later than usual to be able to reflect the staffing changes. The newsletter is projected to go out early February 2024.

Records Retention Contract

The General Manager has authorized a contract with Gladwell Governmental Services, Inc., for an initial fee of \$4,350, followed by an annual fee of \$350. The contracted services will deliver an updated records retention schedule and staff training. There have been significant legal mandates related to records retention since the District's schedule was created and staff are unable to ensure compliance without contracted services. Most of our peer agencies work with Diane Gladwell and have spoken positively about the experience, we look forward to collaborating with Ms. Gladwell to implement best practices.

ATTACHMENTS: Gladwell Governmental Services, Inc. Scope of Work

DATE PREPARED: December 5, 2023

PROPOSAL FOR OLYMPIC VALLEY PUBLIC SERVICE DISTRICT EXECUTIVE SUMMARY

A recent Coopers & Lybrand study showed that records and information systems often represent 50% of the total cost of doing business, and the average office makes 19 copies of each document.

Average Costs:

- \$20 to file each document
- \$1.50 to retrieve each document
($\$20 \times 19 \text{ copies} = \380 to file)

The average office loses 1 out of 20 office documents. It then costs:

- \$120 to search for the document
- \$250 to recreate it, if lost
(1 lost document = \$370)

This proposal will result in the following benefits to Olympic Valley Public Service District

1. Ensure efficiency and consistency.
2. Free Office and Storage Space.
3. Ensure fast response times and excellent customer service levels.
4. Provide an efficient “base” for operations in future years.

The President of Gladwell Governmental Services, Inc., Diane R. Gladwell, is a Master Municipal Clerk that has developed records management programs for over 100 California cities. Ms Gladwell was a City Clerk for six years, and has an excellent knowledge of government operations and document imaging. She is recognized as a leading expert in records management and has an excellent knowledge of the industry, products and vendors as well as hands-on user and administration experience with many systems. Ms. Gladwell is the author of several publications on records management, business process reengineering (BPR), and document imaging, and is a noted speaker (including AIIM, ARMA, and COMDEX). In addition, Ms. Gladwell has received multiple awards for document imaging / records management and administration.

GGs’s legal research and knowledge in the retention of California government records is unsurpassed, as noted by one of our clients:

“Her knowledge of municipal government and its structure are immense and her legal research was flawless.”

Ms. Gladwell has no vendor affiliations, and therefore can provide objective advice and recommendations, where appropriate.

SCOPE OF WORK RECORDS RETENTION SCHEDULES

Phase 1: Records Retention Update – Best Practices Videoconferences

Olympic Valley Public Service District's records retention policy was last updated in 2020. There have been many substantive changes in the legal mandates for records retention since.

Gladwell Governmental Services, Inc. (GGS) will provide analysis of the District's current records retention schedules and bring them current / compliant with both current mandates and "Best Practices" of over 200 other California Special Districts.

Then GGS will meet with each department via videoconference to review the proposed changes, obtain additional changes from employees, and provide employee training.

Deliverables:

- Updated Records Retention Schedules for all District Departments
- Draft resolution of adoption
- Draft staff report
- Unlimited Videoconferences with each Department / Division

Total Cost: \$3,800.00

Phase 2: Implementation / Destruction Procedures and Training - Videoconferences

GGS will create and/or review and update all written instructions, policies, procedures and form to ensure all laws, policies and procedures of the District are followed in the most cost-effective manner possible.

GGS will provide one (1) different days / times for employee training classes so employees can attend an interactive training session.

Deliverables:

- New or Updated Policies, Procedures and Forms for destroying records in compliance with laws and "best practices"
- Various Planning meetings (videoconference, telephone & e-mail)
- 1 videoconference training sessions for employees

Total Cost: \$550.00

Subscription to Keep Retention Schedules Up-to-Date (Next Fiscal Year)

The subscription includes:

- Legal review of all changes for the year (presented in "Track Change" format,)
- Additional changes requested by your employees,
- Approval forms and assistance,
- Re-writing of the index to your schedules to reflect the changes made,

- Unlimited e-mail and telephone assistance / Q&A throughout the year.

\$350 a year (July 1 – June 30); Subscription continues until cancelled by the District. Starts the fiscal year after the contract is signed.

METHODOLOGY

All work is performed by the President of Gladwell Governmental Services, Inc. Assignments are not delegated to less skilled personnel or subcontractors, assuring the project is well-coordinated without communication problems or scheduling conflicts among various consultants and their other projects. In addition, this also assures the highest quality work.

The consultant proposes to build on the progress already made in the organization and the pre-existing intellectual property of GGS, ensuring consistency and high levels of quality for the project.

The project will be structured to increase participation, expedite results, minimize costs and ensure the successful implementation of an excellent program by temporarily employing the skills and knowledge of the contractor as needed.

This approach is customized for Olympic Valley Public Service District to ensure the program:

- Is interactive, producing a high level of participation and ownership;
- Matches the organization's values and structure;
- Provides appropriate solutions;
- Can be implemented quickly;
- Will achieve long-term viability; and
- Has the highest cost/benefit ratio and return on investment.

Drafts of all work will be released to Olympic Valley Public Service District during the course of the project. Olympic Valley Public Service District will have an opportunity to edit and comment on these drafts, assuring that (1) the City will maintain control of the project, and (2) the current work of the organization supports the final program. In addition, on-site visits, e-mail, and telephone communications will keep Olympic Valley Public Service District apprised of the work progress.

The consultant will provide the computer facilities, forms and equipment necessary to complete the work in this proposal. A resident workspace will be necessary when the consultant is on-site with access to computer systems, a photocopier, and Olympic Valley Public Service District staff for information.

“...a records management program is actually a money saver - a protection against ineffective operations. It is even more significant as a safeguard against disaster and lawsuits”

-ICMA (International City/County Management Association)

RESUME

SUMMARY

Diane R. Gladwell is a Master Municipal Clerk with over twenty years experience managing in public and private sectors. Recipient of multiple awards recognizing excellence in municipal clerk administration. Facilitator, author and instructor for document imaging, best practices and reengineering in over 200 organizations, including AIIM, ARMA and COMDEX.

PROFESSIONAL BACKGROUND

Gladwell Governmental Services, Inc.
President

1989 to present

Clients have included over 200 California Cities, Special Districts and Counties. Projects have included:

1. Organization-wide and Department-level Records Management Programs:
Retention Schedules, Procedures, Manuals and Training
2. ECMS / Document Imaging / Trustworthy Electronic Records System Acquisition or Remediation
3. E-mail and electronic records
4. Educational Programs and Publications in Technology, Business Process Reengineering,
Best Practices, Records Management and other subjects.
5. Facilitation of Business Process Reengineering.
6. Elections Management.

City of San Luis Obispo
City Clerk

1992 to 1995

As a member of the management team, responsible for records management, election administration, municipal code maintenance, FPPC disclosures, special event permits, City Council support, and coordination of over 20 boards and commissions for the City of San Luis Obispo. Administration of the agenda process and all public notification and advertisement.

Received the Presidents Award of Distinction for Excellence in Organization and Administration from the California Clerks Association (1994). Reduced expenses by 22% while increasing services to the public; developed "InfoSLO" computerized information kiosk, electronic advertising and electronic agendas; reengineered all programs and processes in the Division.

City of Glendale
Assistant City Clerk

1989 to 1992

As a member of management, responsible for records management, election administration, municipal code maintenance, FPPC disclosures, business licensing, film permits and special events for Glendale (population 187,000). Supervised Council and Redevelopment Agency agendas, packets and minutes preparation as required; administrated publication and mailing of legal notices, bids, and process claims for the City. Develop, presented and administrated City Clerk annual budget of \$800,000. Acted as Public Information Officer for the City during emergencies (Glendale fire, storm damage). Supervised a staff of nine who serve a culturally diverse community.

Developed, implemented, and administrated a Citywide records management program based on optical disk technology which has received international, national and state awards for exceptional records management programs.

Administered payment systems and collections for a chain of 50 grocery stores (over five million transactions annually.) Records management for payment transactions, criminal and civil incidents for chain. A key member of the management team that developed and implemented computerized Electronic Funds Transfer for checks and credit cards as well as several custom applications to track returned items and issue check cashing cards. Budget development and administration for four Divisions representing expenditures of over \$8,000,000.

EDUCATION

Pacific Southern University, Los Angeles: Bachelor of Science, Business Administration
California Polytechnic University, Pomona. Business administration courses
Citrus College, Azusa: Associate of Science, Business Administration
UCLA: Business management courses
Institution de Technologico, Yucatan, Mexico: Attended institute as a foreign exchange student
ESRI Geographic Information Systems (GIS) training

HONORS

Olsten Award for Excellence in Records Management Programs;
Association of Records Management Administrators (ARMA)
President's Award of Distinction for Excellence in Organization and Administration;
City Clerks Association of California (CCAC)
Records Management Award for Exceptional Municipal Programs Utilizing Alternative Technologies;
International Institute of Municipal Clerks (IIMC)
President's Award for Excellence in Public Presentations and Published Articles;
City Clerks Association of California (CCAC);
Rotary, International, Lake Arrowhead Chapter: (2) Special Service Awards for Projects which raised over \$40,000 for fire victims.
(3) Honorary Service Awards (California PTA, for outstanding service to youth and community)
Life Member: Delta Mu Delta, Alpha Gama Sigma and California Scholarship Federation
Listed in *Who's Who of Executives and Professionals*
2017 Woman of Distinction Award, California 23rd Senate District
Rotarian of the Year, 2022, Rotary Club of Lake Arrowhead

PRESENTATIONS AND PUBLICATIONS

University of Riverside, Extension / Technical Track for Clerks: Records Management, Elections
AIIM (Association for Information and Image Management)
ARMA (Association of Records Managers and Administrators)
IIMC (International Institute of Municipal Clerks)
CCAC (City Clerks Association of California)
Government Technology Conference
Co-Author: Ballot Counting Procedures and Guidelines (various voting systems)
Author: Document Imaging
Efficient Filing
Funding Records Management Projects
Various articles published by ARMA, ICMA, IIMC and NAGARA

PROFESSIONAL MEMBERSHIPS

AIIM Professional Level Member
Association of Records Managers and Administrators
City Clerks Association of California (*Past First Vice President, Past Second Vice President*)
International Institute of Municipal Clerks (*Past Chair, Resource Committee, Membership Task Force, Past Chair, Records Management Committee*)
National Association of Government Archives and Records Administrators (NAGARA)
Rotary, International