

2024 BOARD OF PUBLIC UTILITIES SELF-EVALUATION

The Board of Public Utilities Procedural Rules states:

3.10. BPU Self-Evaluation

a. During November and December, the BPU will perform an annual self-evaluation of its own performance. The BPU may invite major stakeholders (e.g., DPU staff, County Council, County Manager) to participate in specific aspects of the evaluation.

b. The purposes and reasons for the BPU self-evaluation are intended to:

- 1). Promote understanding of roles and responsibilities
- 2). Provide orientation for new members
- 3). Address, and perhaps help resolve, board conflicts
- 4). Clarify what members expect from the group and self
- 5). Identify priorities for the BPU's future efforts
- 6). Identify BPU strengths and weaknesses
- 7). Identify opportunities for improvement in BPU performance
- 8). Help identify needed changes to this PR
- 9). Ensure that self-evaluation aligns with at least three of the Baldrige "Criteria for Performance Excellence."

c. Refer to Appendix L for a BPU self-evaluation template adapted from the APPA Handbook for Public Power Policymakers. The BPU will change the self-evaluation topics over time to fit the changing business climate, relations with the Utilities Manager, relations with the County Council, and to include lessons learned from previous self-evaluations.

d. In its self-evaluation the BPU will address open-ended questions such as:

- 1). What did the BPU accomplish during the past year?
- 2). What did the BPU fail to accomplish during the past year?
- 3). What did the BPU do well during the past year?
- 4). What did the BPU do poorly during the past year?
- 5). What were the key issues of the past year? Did the BPU address them adequately?"

e. The BPU will seek broad participation in the self-evaluation process by:

- 1). Soliciting suggestions for self-evaluation questions from DPU staff, County staff, County Council, and the public.
- 2). Inviting the immediate past BPU member(s) to participate in the self-evaluation.
- 3). Inviting the County Council Liaison, County Manager, and County Attorney to participate in the self-evaluation.

f. The BPU will explore ways to make the BPU self-evaluation honest and candid.

g. The BPU will explore ways to collect questions, complaints, and compliments to be addressed in the annual self-evaluation process.

GENERAL BOARD AREAS

1. Is there a board policy manual addressing meeting procedures, committee roles and structure, election and term of officers, new member orientation, and related matters?

YES

NO

DON'T KNOW

2. Do all board members participate in a formal orientation?

YES

NO

DON'T KNOW

3. Are board procedures adhered to regarding bylaws, open meeting requirements, compliance with legal regulations, etc.?

YES

NO

DON'T KNOW

4. Are meeting packets complete and distributed prior to meetings?

YES

NO

DON'T KNOW

5. Is the length of board meetings appropriate?

YES

NO

DON'T KNOW

6. Is there an annual board calendar?

YES

NO

DON'T KNOW

7. Does the board receive sufficient information to make good decisions?

YES

NO

DON'T KNOW

8. Are decisions made in a timely manner?

YES

NO

DON'T KNOW

9. Additional comments regarding General Board Areas of responsibility:

Write your answer here

BOARD POLICY AREAS

10. Accountability

All the time *Most of the time* *Sometimes* *Seldom* *Not at all*

Does the board understand its obligation to see the organization acts in the best interests of utilities customers and citizens of the county?

Does the board act with diligence and objectivity on behalf of utilities customers and the county?

11. Additional comments regarding accountability:

Write your answer here

12. Responsibility

	<i>All the time</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Seldom</i>	<i>Not at all</i>
Do board members understand their roles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do board members understand the difference between their policy role and management's administrative role?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do board members actions reflect this understanding?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Additional comments regarding responsibility:

Write your answer here

14. Policy Direction

	<i>All the time</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Seldom</i>	<i>Not at all</i>
Do board members understand the mission, goals and strategies of the organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the board give clear directions to management on the mission and goals of the organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the board spend appropriate time on policy consideration and direction versus operational issues?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Additional comments regarding policy direction:

Write your answer here

16. Monitoring

All the time *Most of the time* *Sometimes* *Seldom* *Not at all*

Does the board have a system for receiving and monitoring information about the department's organizational performance?

Are there systems for modifying policy, procedures, processes, and priorities when the department's organizational performance does not meet standards?

Are organizational goal setting and achievements considered during the Utilities Manager's evaluation?

17. Additional comments regarding monitoring:

Write your answer here

18. Communication and Advocacy

All the time *Most of the time* *Sometimes* *Seldom* *Not at all*

Does the board strive to represent the interests of the entire community it serves?

Does the board communicate the value of the organizations to its stakeholders?

Does the board seek input and involve its stakeholders in policy considerations and decisions?

Do board members support the organization publicly?

Does the board communicate effectively with the County Council?

19. Additional comments regarding communication and advocacy:

Write your answer here

BOARD RESPONSIBILITY AREAS

Legal

20. Does the board act within the guidelines set by the county charter and policies and procedures document?

YES

NO

21. Are there written policies on board ethics and conflicts of interest?

YES

NO

22. Additional comments regarding legal responsibility:

Write your answer here

Financial

23. Does the board approve annual operating and capital budgets and receive periodic (at least quarterly) progress reports?

YES

NO

24. Does the board review a financial plan for the organization and receive sufficient information to monitor its financial strength and performance?

YES

NO

25. Are financial goals and comparative ratios established and does the board receive tracking information?

YES

NO

26. Are the requirements for an annual audit met and does the board receive a report on the results?

YES

NO

27. Are the organizations and the board indemnified sufficiently against insurable risk?

YES

NO

28. Does the board effectively recommend and advocate for rate increases with the County Council when these increases are necessary for the financial health of the department?

YES

NO

29. Additional comments regarding financial responsibility:

Write your answer here

30. Planning

	<i>All the time</i>	<i>Most of the time</i>	<i>Sometimes</i>	<i>Seldom</i>	<i>Not at all</i>
Is the board informed about the business environment in which the organization is operating?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the board review and approve the organization's mission, goals, and major strategic initiatives?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do board members usually attend annual DPU strategy and planning meetings?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Additional comments regarding planning:

Write your answer here

Board/Management Relations

32. Is there a written job description and/or employment contract for the Utilities Manager?

YES

NO

33. Does the board conduct a formal, annual performance review of the Utilities Manager?

YES

NO

34. Is the Utilities Manager's compensation linked to the results of this review?

YES

NO

35. Does the board make resources available for the Utilities Manager's continued professional development?

YES

NO

36. Is there a succession plan for the Utilities Manager, with exposure to the board of possible successors?

YES

NO

37. Has the board established an effective working relationship with the Utilities Manager?

YES

NO

38. Is there board/management cooperation on determining the future direction of the organization?

YES

NO

39. Are board members' and Utilities Manager's roles clearly defined so the board focuses on its policy role and avoids micro-management?

YES

NO

40. Does the board provide overall staffing direction to the Utilities Manager without becoming involved in specific personnel matters?

YES

NO

41. Is the board explicit about the information it needs from the Utilities Manager to fulfill its governance function?

YES

NO

42. Additional comments regarding board and management relations:

Write your answer here

43. Education and Development

All the time *Most of the time* *Sometimes* *Seldom* *Not at all*

Do board members participate in educational opportunities recommended and offered by the county, department, or other entities that enhance their effectiveness as a board member?

44. Additional comments regarding education and development:

Write your answer here

OPEN ENDED QUESTIONS

45. What could the chair have done that would've improved the board's effectiveness?

Write your answer here

46. What did the board accomplish during the past year?

Write your answer here

47. What did the board fail to accomplish during the past year?

Write your answer here

48. What did the board do well during the past year?

Write your answer here

49. What did the board do poorly during the past year?

Write your answer here

50. What were the key issues of the past year? Did the board address them adequately?

Write your answer here

51. What changes could be made to make this self-evaluation more effective?

Write your answer here