

# BOARD OF PUBLIC UTILITIES SELF-EVALUATION CALENDAR YEAR 2020

**Approved February 24, 2021**

In accordance with Section 3.9 of the BPU's Procedures Manual, during November and December, the BPU will perform an annual self-evaluation of its own performance.

QUESTION	SCORE	COMMENTS
<b>I. GENERAL BOARD AREAS</b>		
A. Is there a Board policy manual addressing meeting procedures, committee roles and structure, election and term of officers, new member orientation, and related matters?	4.8	
B. Do all Board members participate in a formal orientation?	4.6	
C. Are Board procedures adhered to regarding bylaws, open meeting requirements, compliance with legal regulations, etc.?	5.0	
D. Are meeting packets complete and distributed prior to meetings?	4.6	
E. Is the length of Board meetings appropriate?	3.8	It was generally agreed that meetings run long. It was suggested that separate meetings could be proposed for special and/or lengthy topics.
F. Is there an annual Board calendar?	5.0	
G. Does the Board receive sufficient information to make good decisions?	3.6	Some members expressed a desire for more context and background information for complex issues, including targeted industry research when being presented with contract options.
H. Are decisions made in a timely manner?	4.0	See III.D.2.
<b>II. BOARD POLICY AREAS</b>		
<b>A. Accountability</b>		
1. Does the Board understand its obligation to see the organization acts in the best interests of DPU customer and citizens of the county?	5.0	
2. Does the Board act with diligence and objectivity on behalf of DPU customers and the County?	4.6	

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<b>B. Responsibility</b>		
1. Do Board members understand their roles?	4.8	
2. Do Board members understand the difference between their policy role and management's administrative role?	4.6	
3. Do Board members actions reflect this understanding?	5.0	
<b>C. Policy Direction</b>		
1. Do Board members understand the mission, goals and strategies of the organization?	4.6	
2. Does the Board give clear directions to management on the mission and goals of the organization?	4.0	The Utilities Manager suggested that special topics sessions/workshops could help the board navigate more complex issues.
3. Does the Board spend appropriate time on policy consideration and direction versus operational issues?	4.2	
<b>D. Monitoring</b>		
1. Does the Board have a system for receiving and monitoring information about the DPU's organizational performance?	4.0	The board continued to express interest in exploring how to better monitor customer service (e.g. numbers and types of complaints.) Interest was also expressed in discussing the level of granularity in performance metrics. It was suggested to discuss this issue further during infrastructure updates, or perhaps a special meeting if needed.
2. Are there systems for corrective action where performance is below standard or reward when performance is above standard?	3.4	The board felt this question could be revised for clarity in future evaluations. Members again mentioned systems for tracking and reviewing customer service feedback.
3. Are organizational goal setting and achievements taken into account during the DPU Manager's evaluation?	5.0	
<b>E. Other Communication and Advocacy</b>		
1. Does the Board represent the community interests it serves?	4.4	

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2. Does the Board communicate the value of the organizations to its stakeholders?	3.2	Members noted that the board relies heavily on the DPU for much communication with the public. The DPU quarterly reports in particular have a wealth of information for both board members and customers.
3. Does the Board seek input and involve its stakeholders in policy considerations and decisions?	4.0	Members noted this is a continuous struggle. Interest was expressed in finding more informal ways to interact with residents in public settings and improve engagement during board meetings.
4. Do Board members support the organization publicly?	4.8	Members discussed expressing individual opinion versus board opinion.
5. Does the Board communicate effectively with the County Council?	5.0	
<b>III. BOARD RESPONSIBILITY AREAS</b>		
<b>A. Legal</b>		
1. Does the Board act within the guidelines set by the county charter and policies and procedures document?	5.0	
2. Are there written policies on Board ethics and conflicts of interest?	5.0	Annual disclosures are signed by each member.
<b>B. Financial</b>		
1. Does the Board approve annual operating and capital budgets and receive periodic (at least quarterly) progress reports?	5.0	
2. Does the Board review a financial plan for the organization and receive sufficient information to monitor its financial strength and performance?	4.8	The quarterly and annual reports also provide timely updates on these issues.
3. Are financial goals and comparative ratios established and does the Board receive tracking information?	5.0	
4. Are the requirements for an annual audit met and does the Board receive a report on the results?	4.0	While reports are available, it was requested that more information on the annual audit results be distributed and available for board discussion if desired.
5. Are the organizations and the Board indemnified sufficiently against insurable risk?	5.0	

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6. Is the Board proactive in pushing for rate increases with the County Council when these increases are necessary for the financial health of the DPU?	4.6	
<b>C. Planning</b>		
1. Is the Board informed about the business environment in which the organization is operating?	4.0	Members noted the challenges with understanding some of the more complex aspects of DPU business, but thanked staff for providing briefings and materials to assist the board.
2. Does the Board review and approve the organization's mission, goals, and major strategic initiatives?	5.0	
3. Do Board members usually attend annual DPU strategy and planning meetings?	5.0	
<b>D. Board/Management Relations</b>		
1. Is there a written job description and/or employment contract for the DPU Manager?	5.0	
2. Does the Board conduct a formal, annual performance review of the DPU Manager?	4.6	Members indicated that the board should adhere to a stricter timeline in the future.
3. Is the DPU Manager's compensation linked to the results of this review?	3.8	The board noted that this is not fully within its own control.
4. Does the Board make resources available for the DPU Manager's continued professional development?	5.0	
5. Is there a succession plan for the DPU Manager, with exposure to the Board of possible successors?	N/A	More formal information on this item is requested in the near future.
6. Has the Board established an effective working relationship with the DPU Manager?	5.0	
7. Is there Board/management cooperation on determining the future direction of the organization?	5.0	The board noted that it is a very collaborative relationship.
8. Are Board/DPU Manager roles clearly defined so the Board focuses on	5.0	

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its policy role and avoids micro-management?		
9. Does the Board provide overall staffing direction to the DPU Manager without becoming involved in specific personnel matters?	5.0	Direction is limited to general staffing levels.
10. Is the Board explicit about the information it needs from the DPU Manager to fulfill its governance function?	4.0	
<b>F. Education and Development</b>		
1. Do Board members participate in educational opportunities recommended and offered by the DPU or other entities that enhance their effectiveness as a board member?	3.6	Members felt many opportunities are given, and expressed interest that those continue to be suggested and made available. Members encouraged each other to take advantage of these opportunities when possible.