

## Council Meeting Staff Report

November 17, 2021

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<b>Agenda No.:</b>	4.G.3.
<b>Indexes (Council Goals):</b>	DPU FY26 - 3.0 Be a Customer Service Oriented Organization that is Approachable, Communicative, Efficient, and Transparent
<b>Presenters:</b>	Cornell Wright
<b>Legislative File:</b>	14796-21

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### Title

Begin 2021 Board of Public Utilities Annual Self-evaluation -and- Revise Appendix M (Annual Self-Evaluation Template) of the BPU Procedural Rules.

### Recommended Action

**I move that the Board of Public Utilities approve revision of the BPU Procedural Rules, Appendix M, question II.D.2. to read *"Are there systems for modifying policy, procedures, processes, and priorities when DPU organizational performance does not meet standards?"* as indicated in Attachment B.**

### Utilities Manager Recommendation

The Utilities Manager recommends approval of the motion as presented.

### Body

The board will begin the annual self-evaluation of its own performance as outlined in section 3.9 of the BPU Procedures Manual. The current self-evaluation follows the template taken from the APPA Handbook for Public Power Policymakers. In preparation for this initial discussion, board members are asked to review the current format, along with the results from the 2020 self-evaluation. During the 2020 self-evaluation when discussing question II.D.2 the board felt this question could be revised for clarity in future evaluations. Members again mentioned systems for tracking and reviewing customer service feedback. Chair Wright developed the revised question and presents it for board discussion and approval.

During this item, in accordance with the Procedures Manual, the DPU staff, county staff, County Council, and the public will have an opportunity to make suggestions for self-evaluation questions. The board may wish to discuss soliciting additional input or modifying aspects of the current self-evaluation format. The chair proposes that after this preliminary discussion, the detailed self-evaluation be conducted during the December regular meeting and the final evaluation be approved at the January 2022 meeting. If the revision to Appendix M is approved the Executive Assistant will then update the Self-Evaluation form and distribute it to the board prior to the December meeting.

### Alternatives

The Board could choose to postpone this item.

### Attachments

A - 2020 Final Self-evaluation

B - BPU Procedural Rules\_Appendix M\_Proposed Revision