



OP&T Committee

J. Murray Jr., Chair
T. McCoy, Vice Chair
S. Blois
M. Camacho
G. Cordero
S. Faessel
A. Fellow
M. Hogan
F. Jung
R. Lefevre
J. Morris
A. Ortega
G. Peterson
T. Smith
S. Tamaribuchi
H. Williams

**Organization, Personnel and
Technology Committee**

Meeting with Board of Directors *

September 13, 2021

3:00 p.m.

Live streaming is available for all board and committee meetings on our mwdh2o.com website ([Click to Access Board Meetings Page](#))

Public Comment Via Teleconference Only: Members of the public may present their comments to the Board on matters within their jurisdiction as listed on the agenda via teleconference only. To participate call (404) 400-0335 and use Code: 9601962.

**Monday, September 13, 2021
Meeting Schedule**

09:30 a.m. - F&I
10:30 a.m. - E&O
12:30 p.m. - WP&S
02:00 p.m. - C&L
03:00 p.m. - OP&T

* The Metropolitan Water District's meeting of this Committee is noticed as a joint committee meeting with the Board of Directors for the purpose of compliance with the Brown Act. Members of the Board who are not assigned to this Committee may participate as members of the Board, whether or not a quorum of the Board is present. In order to preserve the function of the committee as advisory to the Board, members of the Board who are not assigned to this Committee will not vote on matters before this Committee.

- 1. Opportunity for members of the public to address the committee on matters within the committee's jurisdiction (As required by Gov. Code Section 54954.3(a))**

**** CONSENT CALENDAR OTHER ITEMS -- ACTION ****

- 2. CONSENT CALENDAR OTHER ITEMS - ACTION**

- A. Approval of the Minutes of the Adjourned Meeting of the Organization, Personnel and Technology Committee held August 16, 2021

[21-429](#)

Attachments: [09132021 OPT 2A Minutes](#)

- 3. CONSENT CALENDAR ITEMS - ACTION**

None

**** END OF CONSENT CALENDAR ITEMS ****

4. OTHER BOARD ITEMS - ACTION

None

5. BOARD INFORMATION ITEMS

None

6. COMMITTEE ITEMS

- a. Update on Status of Recommendations from Independent Review of Workplace Concerns [21-457](#)

Attachments: [09132021 OPT 6a Presentation.pdf](#)

- b. Labor Negotiations Update [21-456](#)
[Conference with labor negotiators; to be heard in closed session pursuant to Gov. Code Section 54957.6. Metropolitan representatives: Diane Pitman, Human Resources Group Manager, Stephen Lem, HR Section Manager of Labor Relations. Employee organizations: The Employees Association of The Metropolitan Water District of Southern California/AFSCME Local 1902; the Management and Professional Employees Association MAPA/AFSCME Chapter 1001, the Supervisors Association and the Association of Confidential Employees]

Attachments: [09132021 OPT 6b Non-Interest Disclosure Notice.pdf](#)

7. MANAGEMENT REPORTS

- a. Human Resource's Manager Report [21-454](#)

Attachments: [09132021 OPT 7a Presentation.pdf](#)

- b. Information Technology Manager's Report [21-455](#)

Attachments: [09132021 OPT 7b presentation.pdf](#)

8. FOLLOW-UP ITEMS

None

9. FUTURE AGENDA ITEMS

10. ADJOURNMENT

NOTE: This committee reviews items and makes a recommendation for final action to the full Board of Directors. Final action will be taken by the Board of Directors. Agendas for the meeting of the Board of Directors may be obtained from the Board Executive Secretary. This committee will not take any final action that is binding on the Board, even when a quorum of the Board is present.

Writings relating to open session agenda items distributed to Directors less than 72 hours prior to a regular meeting are available for public inspection at Metropolitan's Headquarters Building and on Metropolitan's Web site <http://www.mwdh2o.com>.

Requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting should be made to the Board Executive Secretary in advance of the meeting to ensure availability of the requested service or accommodation.

THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

MINUTES

ADJOURNED ORGANIZATION, PERSONNEL AND TECHNOLOGY COMMITTEE

August 16, 2021

Chair Murray Jr. called the teleconference meeting to order at 3:36 p.m.

Members present: Chair Murray Jr., Directors Blois, Camacho, Faessel, Fellow, Hogan, Jung, Lefevre, McCoy, Ortega, G. Peterson, Smith, Tamaribuchi, and Williams.

Members absent: Directors Cordero, Morris

Other Board Members present: Directors Abdo, Ackerman, Butkiewicz, De Jesus, Dennstedt, Dick, Erdman, Goldberg, Kurtz, Luna, Ramos and Record.

Committee Staff present: H. Beatty, Chapman, Eckstrom, Hagekhalil, L. Campos, Pitman and H. Torres.

1. OPPORTUNITY FOR MEMBERS OF THE PUBLIC TO ADDRESS THE COMMITTEE ON MATTERS WITHIN THE COMMITTEE'S JURISDICTION

Chair of AFSCME Women's Caucus, Ellen Mackey, called in to comment on item 8-1.

President of AFSCME 1902, Alan Shanahan called in to comment on item 8-1.

Jason Sierras, as a member of the public, called in to comment on his own experiences with retaliation.

Gina Chavez, as a member of the public, called in to comment on 8-1.

Connor Everetts called in to comment on the removal of the Director representing Central Basin.

CONSENT CALENDAR ITEMS — ACTION
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2. CONSENT CALENDAR OTHER ITEMS - ACTION

A. Approval of the Minutes of the meeting of the Organization, Personnel and Technology Committee held July 12, 2021

B. Approval of the Minutes of the meeting of the Organization, Personnel and Technology Committee held July 27, 2021

Director Fellow made a motion, seconded by Director Lefevre to approve the consent calendar consisting of item 2A and 2B.

The vote was:

Ayes: Directors Blois, Camacho, Faessel, Fellow, Hogan, Jung, Lefevre, McCoy, Murray, Ortega, G. Peterson, Smith, Tamaribuchi, and Williams.

Noes: None

Abstentions: None

Absent: Directors Cordero, Morris

The motion for item 2A and 2B was approved by a vote of 14 ayes, 0 noes, 0 abstention, and 2 absent.

3. CONSENT CALENDAR ITEMS - ACTION

None

END OF CONSENT CALENDAR ITEMS

4. OTHER BOARD ITEMS - ACTION

8-1 Subject: Discussion of recommendations from Shaw Law Group's independent review of allegations of systemic Equal Employment Opportunity-related discrimination, harassment and retaliation, and related concerns; adopt recommendations as presented or with modifications and direct General Manager to implement the recommendations; authorize an increase in the maximum amount payable under contract with Shaw Law Group by \$25,000 to an amount not to exceed \$575,000 for follow-up requests; the General Manager has determined that the proposed action is exempt or otherwise not subject to CEQA [Added Item on 8/11/2021]

Motion: Approve having the EEO Officer report to the General Manager and having the EEO Officer and General Manager develop a Shaw Report implementation program and budget for review and approval by the OP&T Committee and Board and report monthly to the OP&T Committee on implementation progress; and authorize an increase in the maximum amount payable to the Shaw Law Group by \$25,000, to a maximum payable of \$575,000.

Presented by: Abel Salinas, Ethics Officer

Mr. Salinas provided an overview of the five recommendations provided by the Shaw Law Group.

The following Directors provided comments or asked questions

1. Faessel
2. Ortega
3. Smith
4. Blois
5. Tamaribuchi
6. Fellow
7. G. Peterson
8. Williams
9. Dick
10. Hogan
11. Kurtz
12. Ramos

Director Tamaribuchi made a motion, seconded by Director Ortega to approve item 8-1.

The vote was:

Ayes: Directors Blois, Camacho, Faessel, Fellow, Hogan, Jung, Lefevre, McCoy, Murray, Ortega, G. Peterson, Smith, Tamaribuchi, and Williams.

Noes: None

Abstentions: None

Absent: Directors Cordero, Morris

The motion for item 8-1 was approved by a vote of 14 ayes, 0 noes, 0 abstention, and 2 absent.

5. BOARD INFORMATION ITEMS

None

Chair Murray announced that there would be a reordering of the meeting agenda. Item 6b would be heard before 6a.

6. COMMITTEE ITEMS

- b. Subject: Diversity, Equity, and Inclusion Council Update
Presented by: Wigs Mendoza, Program Manager, President of the Native American/Alaskan Native Employee Resource Group

Mr. Mendoza provided an overview of updates within the DE&I Council, including the recent establishment of 5 subcommittees that were created to develop and make recommendations for the Council's consideration.

- a. Subject: Labor Negotiations Update
- [Conference with labor negotiators; to be heard in closed session pursuant to Gov. Code Section 54957.6. Metropolitan representatives: Diane Pitman, Human Resources Group Manager, Stephen Lem, HR Section Manager of Labor Relations. Employee organizations: The Employees Association of the Metropolitan Water District of Southern California/AFSCME Local 1902; the Management and Professional Employees Association MAPA/AFSCME Chapter 1001, the Supervisors Association and the Association of Confidential Employees]
- Presented by: Diane Pitman, Human Resources Group Manager

No action was taken in closed session.

Meeting returned to its original schedule order as listed on the agenda.

7. MANAGEMENT REPORT

- a. Human Resources Manager's Report
- Item was deferred to September.
- b. Information Technology Manager's Report
- Item was deferred to September.

8. FOLLOW-UP ITEMS

None

9. FUTURE AGENDA ITEMS

None

10. ADJOURNMENT

Next meeting will be held on September 13, 2021

Meeting adjourned at 5:19 p.m.

John Murray Jr.
Chair



Update on Status of Recommendations from Independent Review of Workplace Concerns

Organization, Personnel and Technology Committee

Item 6a

September 13, 2021

Overview

- Report issued July 2021
- Primary recommendations presented to OP&T Committee August 16
 - Primary Recommendations (5)
 - Total Recommendations (47)
- Board directed General Manager to develop implementation plan for all items and bring updates to OP&T Committee on a monthly basis
- Recommendations have been categorized for implementation and referred to appropriate responsible parties for implementation

Implementation

Creation of Joint Labor-Management Advisory Committee

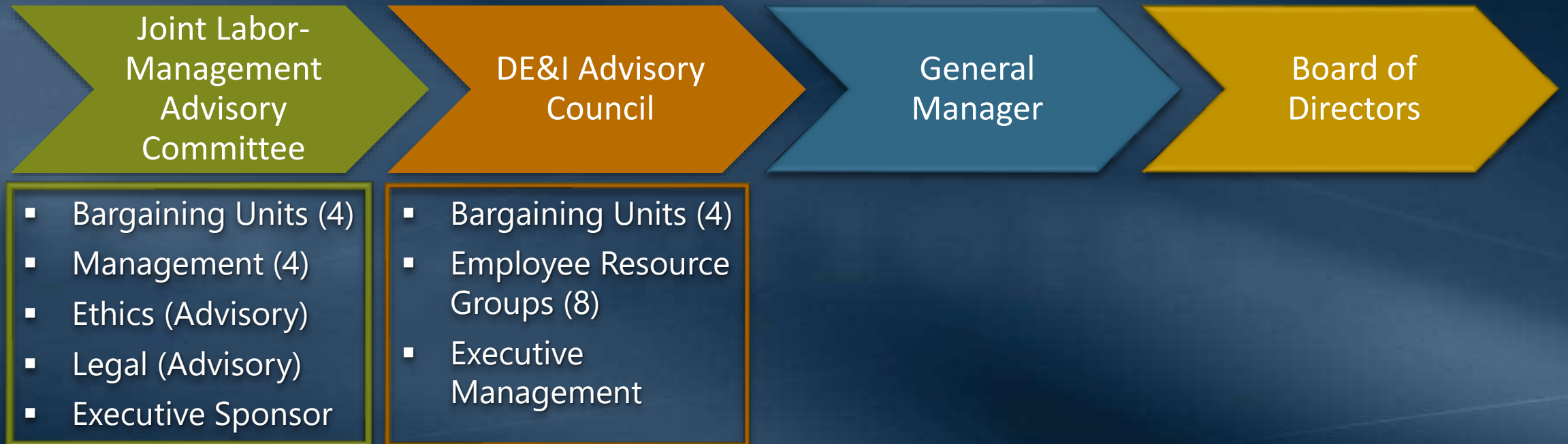
Staffing Concerns

Current EEO Matters

Board Specific Recommendations

Creation of Joint Labor Committee

- General Manager will establish a Joint Labor-Management Advisory Committee to be led by EEO Officer to make implementation recommendations to the General Manager



Immediate Actions

- 47 recommendations included in report
- Immediate Actions Taken
 - Board approved EEO report to the GM
 - Recruitment is ongoing for EEO Officer and DE&I Officer
 - Identified two investigators to be added to the EEO unit to address current EEO matters (24 cases pending as of 9/9/2021)
 - In order to address the current workload/cases, current EEO staff and Legal need to continue the current process until a new EEO Officer is hired and an orderly transition can be completed
 - GM is establishing a Joint Labor-Management Advisory Committee to review key items and make implementation recommendations to the GM

Status

General Manager

- 19 Best Practice recommendations referred to GM for further consideration
- 5 Items to be referred to EEO Officer
- 2 DE&I Officer recommendations are referred to the GM/DE&I Council for consideration and implementation

Legal and Ethics or Legal and General Manager Departments

- 5 Items requiring analysis and policy changes referred to the Legal and Ethics Departments OR Legal and General Manager Departments

Joint Labor-Management Advisory Committee

- 9 Items requiring in-depth analysis and adaption of policies or procedures referred to Joint Labor-Management Advisory Committee for analysis and recommendation to the GM

Board of Directors

- 7 Items that pertain to Board specific actions referred to the Board Chair for further action

General Manager

Best Practice Consideration

EEO to Implement

- 3 Promote/Hire Managers (Emotional Intelligence)
- 4 Management Accountable for Modeling Professional Behavior
- 5 Leadership Visit Field Locations
- 7 Require Managers to Follow/Enforce Policies/Procedures
- 9 Performance and Compensation of Managers Based on Ability to Drive Positive Interactions
- 10 Require Written, Position-Specific Training/Advancement Plans for all Employees
- 11 Continue Management Forums
- 12 Add Positions in Training/ER Units
- 13 HR Training (Laws/Regs/Best Practices)

- 15 Create 3 EEO Investigator Positions
- 17 EEO Hotline
- 23 Prevent Retaliation
- 29 DE&I Manager
- 30 Further Develop the DE&I Council
- 31 Executive Participation on DE&I Council
- 33 Release Time for DE&I Council Members
- 39 Monthly/Annual Reports to OP&T
- 46 Designate Committee/Funds to Implement Recommendations
- 47 Conduct Annual Employee Survey

- 6 Continue Enhancing EEO Training Program
- 16 Employee Communications (EEO/Ethics)
- 20 Timely EEO Investigations
- 36 Limit Dissemination of Information -Internal Complaints-Potential EEO Issues
- 38 Inform Employees Interviewed During Investigation that Retaliation is Prohibited

Referral to GM/ DE&I Advisory Council

- 32 Voluntary Participation DE&I Council
- 34 DE&I Council Involved in Implementation of Report

Legal and Ethics Departments

1 Update EEO Policies

2 Address Abusive Conduct Policy

19 Process for Investigating Complaints
Against Department Heads and Directors

25 Factual Findings During Investigations

Legal and General Manager Departments

28 Consider eliminating confidentiality/non-disclosure provisions in settlement agreements with employees who will remain employed with the District after the investigation is completed

Joint Labor-Management Advisory Committee

8 Promptly/Consistently Address EEO Issues/Other Employee Concerns

26 Adopt Restorative Practices

18 Update EEO Discrimination Complaint Procedures

27 Process for Employee Relations/EEO Office to inform internal recruiters about information relevant to transfer requests

21 Identify Interim Measures (EEO Investigations)

35 District-wide Communication Program

22 Prioritize Investigations (PAL)

37 EEO Office Establish System for Ongoing Communications with Complainant(s) and Respondent(s)

24 EEO Office Personnel Training

Board of Directors

14 Elevate Independent EEO Office

43 Encourage Management Transparency to Resolve EEO Issues

40 Require Education/Employment Verifications

44 Be Mindful of Board's Role Related to EEO Issues and District's Operations

41 Evaluate Recruitment Policies/ Procedures

45 Require Directors to Model Professionalism and Respectful Behavior

42 Evaluate Information Provided by District Leadership that Provides Insight into Patterns of EEO Issues

Next Steps

- Continue to coordinate actions to implement recommendations
- Monthly report to Organization, Personnel and Technology Committee
 - Written and oral reports on the status of implementation



ORGANIZATION, PERSONNEL AND TECHNOLOGY
COMMITTEE MEETING

September 13, 2021 – 3:00 p.m.

MWD Headquarters Building – Teleconference Meeting

NON-INTEREST DISCLOSURE NOTICE
COMMITTEE ITEM 6.b

COMMITTEE ITEM 6.b – Labor Negotiations Update [Conference with labor negotiators; to be heard in closed session pursuant to Gov. Code Section 54957.6. Metropolitan representatives: Diane Pitman, Human Resources Group Manager, Stephen Lem, HR Section Manager of Labor Relations. Employee organizations: The Employees Association of The Metropolitan Water District of Southern California/AFSCME Local 1902; the Management and Professional Employees Association MAPA/AFSCME Chapter 1001, the Supervisors Association and the Association of Confidential Employees]

This Non-Interest Disclosure Notice is being provided under the California Government Code: Pursuant to Government Code Section 1091.5(a)(9), a District officer or employee does not have a financial interest in a District contract if these conditions are satisfied: (i) his or her interest is that of a person receiving a salary, per diem or reimbursement for expenses from a government entity; (ii) the contract does not directly involve the department of the government entity that employs him or her; and (iii) the interest is disclosed to his or her body or board at the time the contract is considered and is noted in its official record. In accordance with this statute, the following District officers or employees have been, or may be, involved in the bargaining unit negotiations on behalf of management: Adel Hagekhalil, Marcia Scully, Abel Salinas, Katano Kasaine, Heather Beatty, Shane Chapman, Deven Upadhyay, Stephen Lem, Diane Pitman, Henry Torres, Tony Zepeda, Michelle Haight, Brent Yamasaki, Charlie Eckstrom, Dee Zinke, and Isamar Munoz.

Heather Beatty and Isamar Munoz are members of the Association of Confidential Employees (“ACE”), which has a salary provision in its Memorandum of Understanding that allows ACE to select an annual salary adjustment from any one of the Memoranda of Understanding for the other bargaining units. Each of the remaining individuals is unrepresented. Under Administrative Code Section 6500(d), unless the Board directs otherwise, the pay rate range for each unrepresented individual except Adel Hagekhalil, Marcia Scully and Abel Salinas will be adjusted annually to correspond with the annual across-the-board salary adjustment provided to the District’s management employees under the Memoranda of Understanding; although actual pay rates for these unrepresented individuals will be determined by their management. The other compensation and benefits for which the unrepresented individuals are eligible are set forth in the Administrative Code.



Human Resources Manager's Report

Organization, Personnel and Technology Committee
Item 7a
September 13, 2021

Employee Statistics

- 3 year comparison

Employee Statistics	<u>June 2019</u>	<u>June 2020</u>	<u>June 2021</u>
Regular Employees	1,774	1,799	1,806
Temporary Employees	29	29	30
Interns	20	9	3
Recurrents	22	21	20
Annuitants	14	17	16

- Monthly statistics provided in General Manager monthly report

Activity Statistics

Statistics	FY 18/19	FY 19/20	FY 20/21
External Hires - Regular	125	127	74
External Hires - Temporary	40	29	30
External Hires – Interns	38	18	3
Internal Hires – Recruited	98	91	60
Management Requested Promotions	130	109	149
Retirements/Separations (regular employees)	118	124	78
Employee Requested Transfers	19	15	20

Activity Statistics

- Grievances – MOU dispute resolution process
- Disciplines – Due to misconduct or policy violation
- PERB Charges – Union initiated charge with the Public Employee Relations Board

Employee/Labor Relations Activity	FY 18/19	FY 19/20	FY 20/21
Grievances	21	10	7
Disciplines	24	15	14
PERB Charges	1	3	0

Activity Statistics

- Job Audit – Employee requested review of job assignments to determine if appropriately classified
 - Tracked by Calendar Year

Job Audit Statistics	2019	2020	2021
Number of Job Audits Requested	20	18	7
Number of Job Audits Completed	13	13	0
Number of Job Audits Open	0	5	7
Number of Job Audits Cancelled	7	8	0
Results: Promotions	1	1	N/A
Results: Remain as Classified	12	4	N/A

Activity Statistics

- EEO Complaints/Investigations
 - Tracked by Calendar Year

EEO Complaints/Investigations	2019	2020	2021
Number of Investigations	15	15	24
Findings	2	4	1
No Findings	13	3	0
Open	0	8	23





Information Technology Manager's Report

Organization, Personnel, and Technology Committee

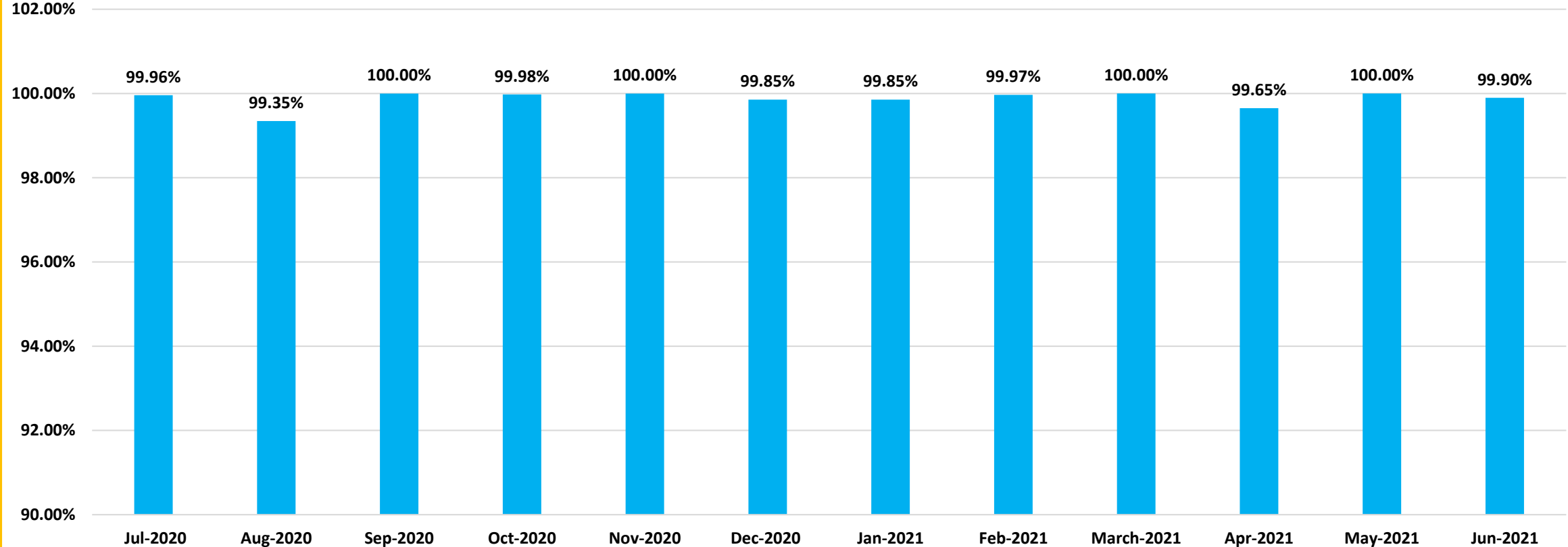
Item 7b

September 13, 2021

Enterprise Systems Availability

- Operational Metric 1: System Uptime
- Benchmark: 99% (Excludes scheduled downtime for planned maintenance)

FY2020/2021 - Enterprise Systems Availability by Month



Enterprise Systems Availability by Category

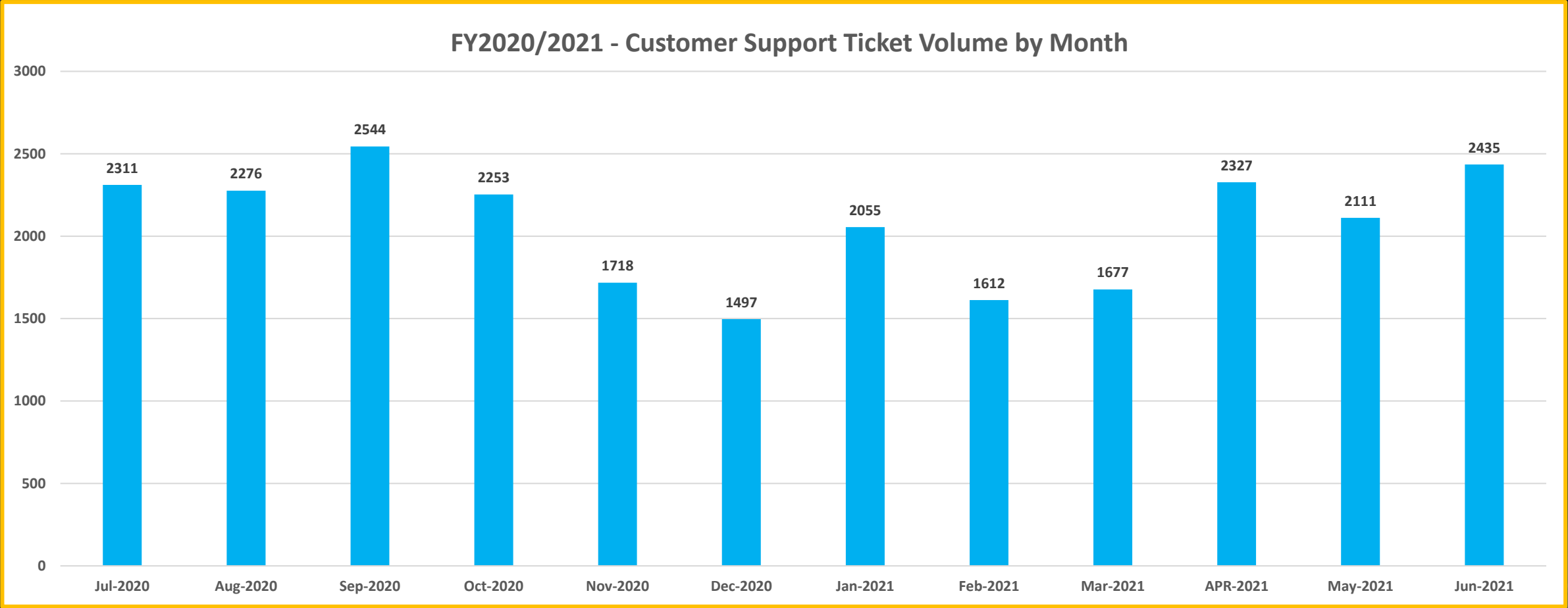
- Operational Metric 1: System Uptime
- Benchmark: 99% (Excludes scheduled downtime for planned maintenance)

FY-2021 - Enterprise Systems Availability by Category



Information Technology: Customer Support Ticket Volume

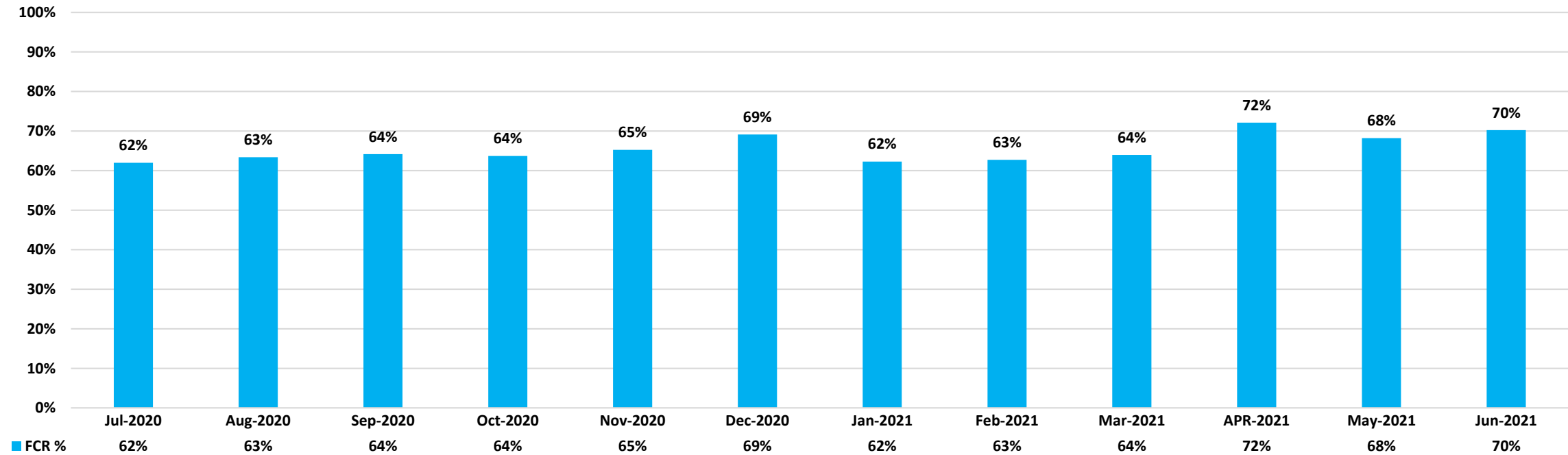
- Monthly Average: 2068



Customer Support Ticket Resolutions

- Operational Metric 2: First Call Resolution
- Benchmark: 50% Customer support tickets addressed and resolved at first contact (phone or email) within a day.

FY2020/2021 - First Call Resolution by Month



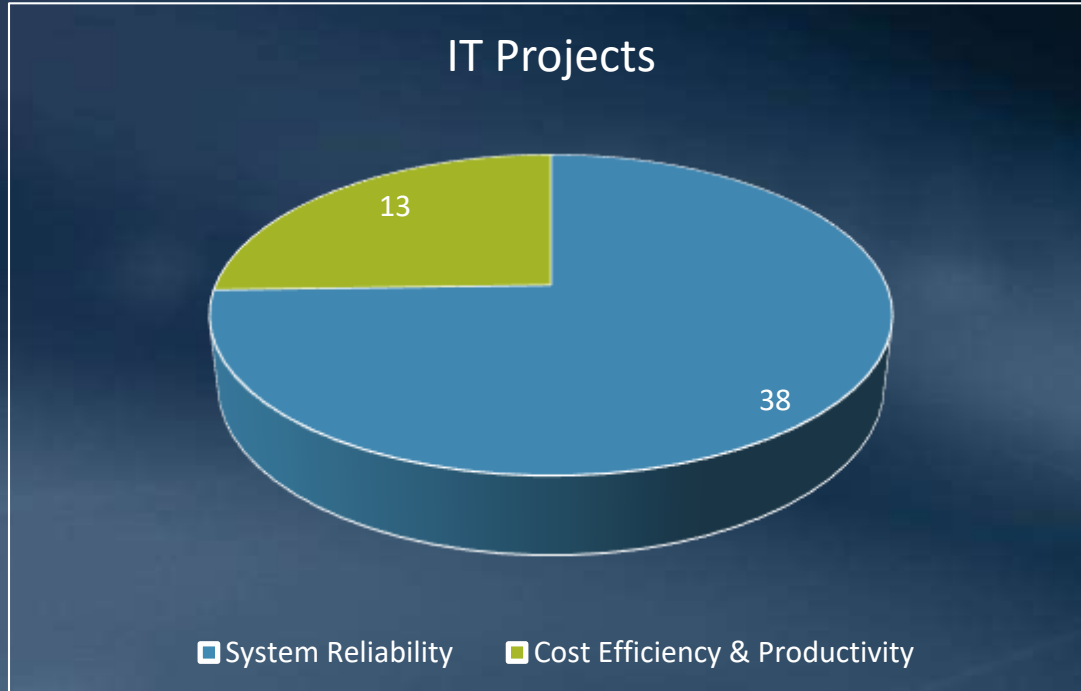
IT Operation Budget Performance

- Operational Metric 3: Budget Performance
- Benchmark: On-Budget



- **Completed FY2020/21 10% Positive Variance**
- **Met Cost-Containment Measures (September 2020 Board)**
- **Improved IT Operational Resiliency**
- **Maintained secure and hybrid work environment**
- **On-going Performance Metrics**

IT Capital Investments



Fiscal Year	Biennial Budget	CIP Expenditure
2020/21	\$35.7M	\$14.5M
2021/22	Comprised of approx. 51 IT Projects	Current Fiscal Year

