



HEATHER GLEN COMMUNITY SERVICES DISTRICT

QUARTERLY ADMINISTRATIVE REPORT (Q1 2026)

March 23, 2026

Rachel Rose, General Manager & Board Secretary

TOPICS OF INTEREST

- **Committees Operational Refresh**

Confirming current standing committees as: Firewise, Road, and Water & Sewer. As of 2026, the Finance Committee is an internal meeting between the Board Treasurer, General Manager, and Bookkeeper. Suggesting the following Ad Hoc committees: Audit, Budget, Lease Mgmt. I recommend creating a project list and assigning as many of those projects to ad hoc meetings - e.g. digitizing historical documents. This will cut down on contractor time, and therefore save on costs. As a reminder, under SB 707 and the Committees Policy, all standing committee meetings must comply with full Brown Act public meeting requirements. Agenda and Minutes templates are available for committee use, and brief training is recommended prior to any teleconferenced meetings. Once all current committees are confirmed, Appendix A of the Committees Policy will be updated. ***Recommend discussing as part of the Q1 board meeting.***

- **Board Workshop / District Planning & Goals Session**

Since the GM Leadership Summit in 2025, I've recommended scheduling a Board planning session to align short- and long-term goals with operational and financial planning, prioritize initiatives, and develop a coordinated planning calendar. ***The scheduling for a board workshop session is included in the Q1 board meeting.***

- **Meter Reading – Action Still Required**

Since June 25, 2025, meter reading has been handled on an interim basis by the Bookkeeper. Steps for finding a permanent meter reader have been taken, however compliance with Public Contract Code requirements, current District policy, and budget have been a major roadblocks. ***As part of this discussion, a policy amendment is included in the Q1 board meeting.***

- **Website Accessibility**

Website access to previously posted materials is currently limited. Outreach has been made to the prior website administrator to assist with restoration; however, a resolution timeline is not yet known. In the interim, a publicly accessible folder is being created to ensure required documents remain available. A link to this folder has been included on the Q1 Board meeting agenda.

- **CSDA Discounted Services**

Our CSDA membership comes with many perks and services. The following are some cost saving opportunities through our CSDA membership that I recommend the board review and confirm interest in.



- **1 Hour of Free Legal Advice:** Every CSDA member gets one free hour of legal consultation per year. This is perfect for a quick "risk check" on a specific contract or ordinance.
- **Free Business Prime:** CSDA members now get Amazon Business Prime for free, which includes 25% off thousands of office essentials—useful for keeping your physical office costs down.
- **IT "Essentials" Bundle:** VC3 offers a "Manage Essentials" package for CSDA members that strips away the enterprise-level bells and whistles to focus on basic security.
- **Special District Finance Corporation (SDFC):** If we need to make a "big" purchase (like a new pump), the SDFC provides tax-exempt financing specifically for small districts. It's cheaper because the interest we pay is tax-exempt for the lender, which translates to a much lower interest rate than with a standard bank loan.

OPERATIONS, WORKLOAD & AVAILABILITY UPDATE

- **Work Hours & Budget Alignment:** As of February, I have prioritized keeping my work hours within the Board-approved budget of 40 hours per month. In prior months, I often worked close to double the approved hours in order to move projects forward and maintain availability. Returning to the approved level does impact my overall availability and the amount of time that can be dedicated to projects and requests.
- **Work Schedule & Response Times:** As a reminder, my regular work schedule is Tuesday–Friday. Requests received outside of those days will be addressed during my scheduled work hours. In the event of an emergency, the Board President is available and has agreed to contact me directly if immediate assistance is required.
- **Phone Office Hours & Call Activity:** Phone office hours (Tuesdays and Thursdays, 10:00 AM–12:00 PM and 3:00 PM–5:00 PM) have been in place for the past quarter. Calls received outside these hours, or during periods of high call volume, are directed to voicemail, and a message is required to receive a return call. Call volume has been as follows: December – 14 voicemails / 15 calls; January – 17 voicemails / 38 calls; February – 10 voicemails / 18 calls; March – 9 voicemails / 15 calls. For transparency, I have not billed the District for availability during these office hours when not actively working; however, these hours have been noted on my invoices and represent approximately 32 hours in January and February combined.

PROJECTS (organized by status)

Completed (Highlights Only) –

Full task details are reflected in monthly invoices.

- **P3 Contract Negotiations** – Advanced negotiations and revisions to support District interests and clarify terms with Sierra Mountain Internet (SMI).
- **Committee Meeting Template** – Developed standardized agenda/template to support Brown Act compliance and consistency.
- **.gov Migration Solution (Streamline)** – Evaluated and secured a compliant .gov migration and website solution.
- **Realty Support** – Provided coordination and documentation support across 4 property transactions (17 workdays total).



- **PPA Account Processing (4)** – Established and processed payment plan agreements for delinquent accounts.
- **EDD Cancellation Research** – Completed research and documentation related to EDD account status and closure requirements.
- **Elections Office Documentation** – Prepared and submitted required materials for director updates and compliance.
- **Finance Committee Meetings (2)** – Coordinated and supported Finance Committee meetings.
- **Year-End Financial Support** – Assisted with reconciliation and close-out activities in coordination with finance.
- **Research Requests** – Completed various Board-directed research and analysis tasks.
- **Director Turnover Administration** – Managed onboarding/offboarding documentation and compliance requirements.
- **Vendor Contract Creation** – Drafted and formalized vendor agreements.
- **Insurance & Membership Renewal** – Coordinated renewals to maintain continuous coverage and organizational memberships.

In Progress –

- **Google Workspace Planning** – Research and planning aligned with upcoming .gov migration.
- **Teleconferencing Options** – Evaluating compliant and accessible solutions for Board and committee meetings.
- **Finance Support** –
 - Invoice processing, tracking, and filing (vendor & customer)
 - QuickBooks administrative and technical support
 - Accounts receivable research, collections, and reporting
 - Preparation and formatting of financial reports for public posting
 - Budget review and preliminary drafting
- **Emergency Contact Tree** – Ongoing verification of customer contact information to support emergency communications.
- **District Contacts Import** – Centralizing and digitizing District contact records.
- **Approved Contractor Contact List** – Developing centralized, Board-approved vendor/contractor directory.
- **Relay Tower Leases** – Drafting amendments for Digital Path and Rural Net.
- **HGE Property Files & Liens** –
 - Active lien processing for delinquent accounts
 - Ongoing research into historical lien status where release documentation is incomplete
- **District Policies & Rules Handbook** –
 - 16 policies adopted in 2025;
 - Current policies in development:
 - IT Infrastructure
 - District Communications & Customer Relations
 - California Public Records Act (CPRA) Procedures
 - Policies are published in accordance with transparency requirements.
 - A consolidated handbook will be issued upon completion, with ongoing updates as needed.
- **Records & Archive Digitization** –



- Ongoing organization and restructuring of Google Drive files
- Scanning and digitization of historical records, including maps and reference materials
- Incorporation of additional physical files stored at the WTP
- Establishing standardized structure for long-term records management and accessibility
- **District Calendar** – Development of shared calendar for recurring obligations and compliance deadlines (Google Calendar).

Proposed Projects (Next Quarter) –

- **Google Drive Training** – Provide Board training to support adoption and proper document management practices.
- **Website Refresh** – Redesign and content updates following completion of .gov migration.

Thank you for your continued support. I remain focused on advancing District priorities and welcome any questions, feedback, or discussion regarding next steps.

