



Los Osos Community Services District

General Manager's Monthly Report

March 3, 2016

I wish to express my sincere appreciation to the Los Osos CSD Board of Directors for their faith and trust in considering Kampa Community Solutions, LLC and its President Peter J. Kampa to serve as Interim General Manager for the District. The purpose of this inaugural Manager's Report is to introduce myself and our firm, as well as to begin developing the framework for what we hope to serve as an effective Board and community information and engagement resource. It is my hope that over time, with Board input this report can be reproduced in whole or in part to answer the many questions communities have about their special district; providing the foundational background for informed public input and Board decision-making.

Introduction

As a certified Special District Administrator that has managed special districts for over 22 years in small California communities, I am honored to bring my experiences to this beautiful community in our collective effort to provide excellent public services. Los Osos makes the 5th different Community Services District I have managed, one of them twice over sixteen years of my career. From 2006 through 2013, I also managed a County Water District, providing water and wastewater services to a population of approximately 44,000 in Tuolumne County.

In addition to the day to day special district management, I have served on the California Special Districts Association (CSDA) Board of Directors for 16 years and have instructed for the CSDA Leadership Academy since 2014.

Kampa Community Solutions was formed as a Limited Liability Company (LLC) in California in 2014 and currently manages three community services districts and provides a variety of management studies and support services for districts throughout the state. A variety of retired and part time special district managers support our firm's management services in all aspects of the business.

Recommended District Initiatives

Upon review of the recent past LOCSO Board meeting agendas, minutes and news reports; there appears to be the need to focus Board direction and management effort on solidifying the transparency and accountability of the District. Not that we are not transparent, or accountable. Occasionally it takes an outside view to increase the efficiency and productivity of the Board's processes. With direction from the Board, I propose that we begin working on the following to ensure that our performance is consistent with recognized performance benchmarks within our special district industry, available through the Special District Leadership Foundation (SDLF).

In the near future, I will present a plan to achieve the recommended standards, including their cost and how they can be funded:

1. District Transparency Certificate of Excellence. To achieve this standard, we will need to produce regular customer outreach material, keep websites and social media updated with current policies in public information.

2. Achieve Recognition in Special District Governance which requires the completion of leadership and governance programs by the Board and management staff.
3. Achieve District of Distinction status. This standard involves achieving clean audits, keeping policies current, and completion of Board and management staff training.

In addition, I will be reviewing the policies, structure and process used in conducting the day to day affairs of the District administration and board meeting activities, such as committee meetings with the intent of ensuring that we are using current, effective practices and procedures in conducting the public's business.

I will seek the Board's direction to conduct a workshop type meeting where I can facilitate the process of development of Board of Director "Norms" and Board meeting/process protocol. It would be very advantageous for us to conduct this public process to document everything from the procedure for agenda preparation, its order and agenda packet content, to the handling of and responding to public comment, receiving information from staff, handling general public concerns, to the role and authority of committees. Many of these items are currently contained in disconnected policies and board actions, but it can be extremely helpful to discuss all of these items at once in a governance workshop, identifying areas of agreement and needed improvement.

The CSD has a wonderful, skilled and enthusiastic staff with which I am excited to work.

Future Management Reports

As a public information feature, I propose to address questions frequently asked at the Board meeting in this written monthly report; which can then be reproduced for public distribution in newsletters and on our website. Manager's reports are also a great place to include a project description, status updates, and recommendations, again tying together the many disconnected pieces of important information available about the District and its valuable services. I seek the input of the Board in making these written reports as useful as possible.