



## *Memo*

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To: Board of Directors  
From: Jordan Dietz, General Manager  
Date: June 15, 2021  
Subject: Resolution 477, Establishing a Board Conduct Policy

The Board of Directors of Crestline Village Water District, in pursuit of fair and transparent business practices, has directed staff to pursue the Special Districts Leadership Foundation Transparency Certificate.

In order to qualify for the certificate, the District must show adopted policies in certain areas. One of those policies establishes Board Conduct, which we have compiled and included here.

This policy is designed to be included in the Administrative Code, following other Board policies and procedures. The Administrative Code section for the Board Of Directors is section 2, and this policy is designed to be inserted as section 2.4.

It is the recommendation of Staff that the Board approve and adopt this conduct policy into the Administrative Code, as listed.

## RESOLUTION NO. 477

### RESOLUTION OF THE BOARD OF DIRECTORS OF CRESTLINE VILLAGE WATER DISTRICT ESTABLISHING A POLICY REGARDING BOARD OF DIRECTORS CONDUCT

**WHEREAS**, The Board of Directors of Crestline Village Water District has chosen to act transparently and is adopting policies addressing transparent practices; and

**WHEREAS**, The Board of Directors strives to provide the highest quality leadership in its service to constituents;

**NOW, THEREFORE, BE IT RESOLVED** that a policy be established as follows:

#### 2.4 Board Conduct

The Board of Directors of Crestline Village Water District strives to provide the highest quality leadership in its service to constituents. In an effort to ensure that goal is met, the Board of Directors has adopted the following as standard conduct.

##### 2.4.1 Priorities and Commitment

- (a) The dignity, style and values of each Director shall be respected.
- (b) Responsiveness and attentive listening in communication is encouraged.
- (c) The needs of the District's constituents should be the priority of the Board of Directors. When a Director believes a conflict of interest exists, the District's legal counsel may be requested to make a determination if one does or does not.
- (d) The primary responsibility of the Board of Directors is the formulation and evaluation of policy. Routine matters and the day-to-day management and operation of the District are within the purview of District General Manager.
- (e) Directors should commit themselves to emphasizing the positive, avoiding double talk, hidden agendas, gossip, unkind remarks and other negative forms of interaction.
- (f) Directors should commit themselves to focusing on issues and not personalities. The presentation of the opinions of others should be encouraged. Cliques and voting blocks based on personalities rather than issues should be avoided.
- (g) Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions, but without being disagreeable. Once the Board of Directors takes action, Directors should commit to supporting said action and not to create barriers to the implementation of said action.

#### **2.4.1.1 Procedures**

- (a) In seeking clarification on informational items, Directors may directly approach staff members to obtain information needed to supplement, upgrade or enhance their knowledge to improve legislative decision-making.
- (b) In handling complaints from residents and property owners of the District, said complaints should be referred directly to the General Manager.
- (c) In handling items related to safety, concerns for safety or hazards should be reported to the General Manager. Emergency situations should be dealt with immediately by seeking appropriate assistance.
- (d) In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development and finances, said concerns should be referred directly to the General Manager.

#### **2.4.1.2 Board and Staff Relationships**

- (a) When approached by District personnel concerning specific District policy, Directors should direct inquiries to the General Manager. The chain of command should be followed.
- (b) The work of the District is a team effort. All individuals should work together in the collaborative process, assisting each other in conducting the affairs of the District.
- (c) When responding to constituents' requests and concerns, Directors should be courteous, responding to individuals in a positive manner and route their questions through the General Manager to appropriate channels and responsible management personnel.
- (d) Directors should develop a working relationship with the General Manager wherein current issues, concerns and District projects can be discussed comfortably and openly.
- (e) Directors should function as part of the whole. Issues should be brought to the attention of the Board as a whole, rather than to individual members selectively.
- (f) Directors are responsible for monitoring the District's progress in attaining its goals and objectives, while pursuing its mission.

Dated: June 15, 2021

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President, Crestline Village Water District

ATTEST:

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Secretary, Crestline Village Water District