

TWAIN HARTE COMMUNITY SERVICES DISTRICT Finance/Policy Committee Meeting

Chair: *Gary Sipperley*
Co-Chair: *Eileen Mannix*

VIDEO TELECONFERENCE
March 2, 2022 1:30 p.m.

IMPORTANT NOTICE:

To help slow the spread of COVID-19, the District offices are closed to the public. Under the Governor's Executive Order N-25-20, this meeting will be held remotely by teleconference using Zoom:

- Videoconference Link: <https://us02web.zoom.us/j/87319216438>
- Meeting ID: 873 1921 6438
- Telephone: (669) 900-6833

ANYONE CAN PARTICIPATE IN THIS MEETING: see details at the end of this agenda.

AGENDA

- 1. Review Policy #1030 – Communications Policy.**
- 2. Review Policy #5020 – Board Meeting Agenda.**
- 3. Review Policy #5030 – Board Meeting Conduct.**
- 4. Adjourn.**

HOW TO OBSERVE THIS MEETING:

The public can observe and participate in a meeting as follows:

- **Computer:** Join the videoconference by clicking the videoconference link located at the top of this agenda or on our website. You may be prompted to enter your name and email. Your email will remain private and you may enter “anonymous” for your name.
- **Smart Phone/Tablet:** Join the videoconference by clicking the videoconference link located at the top of this agenda OR log in through the Zoom mobile app and enter the Meeting ID# and Password found at the top of this agenda. You may be prompted to enter your name and email. Your email will remain private and you may enter “anonymous” for your name.

- **Telephone:** Listen to the meeting by calling Zoom at (4669) 900-6833. Enter the Meeting ID# listed at the top of this agenda, followed by the pound (#) key.

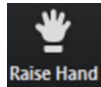
* NOTE: your personal video will be disabled and your microphone will be automatically muted.

FOR MORE DETAILED INSTRUCTIONS, CLICK [HERE](#)

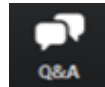
HOW TO SUBMIT PUBLIC COMMENTS:

The public will have an opportunity to comment before and after the meeting as follows:

- **Before the Meeting:** If you cannot attend the meeting, you may:
 - Email comments to ksilva@twainhartecsd.com, write "Public Comment" in the subject line. In the body of the email, include the agenda item number and title, as well as your comments.
 - Mail comments to THCS Board Secretary: P.O. Box 649, Twain Harte, CA 95383
- **During the Meeting:** The public will have opportunity to provide comment before and after the meeting as follows:
 - Computer/Tablet/Smartphone: Click the "Raise Hand" icon and the host will unmute your audio when it is time to receive public comment. If you would rather make a comment in writing, you may click on the "Q&A" icon and type your comment. You may need to tap your screen or click on "View Participants" to make icons visible.



Raise Hand Icon:



Q&A Icon:

- Telephone: The host will provide a time during each public comment period where telephone participants will be unmuted and enabled to share comments.

* NOTE: If you wish to speak on an item on the agenda, you are welcome to do so during consideration of the agenda item itself. If you wish to speak on a matter that does not appear on the agenda, you may do so during the Public Comment period. Persons speaking during the Public Comment will be limited to five minutes, or depending on the number of persons wishing to speak, it may be reduced to allow all members of the public the opportunity to address the Board. Except as otherwise provided by law, no action or discussion shall be taken/conducted on any item not appearing on the agenda. Public comments must be addressed to the board as a whole through the President. Comments to individuals or staff are not permitted.

ACCESSIBILITY:

Board meetings are accessible to people with disabilities. In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the District office 48 hours prior to the meeting at (209) 586-3172.

WRITTEN MEETING MATERIALS:

If written materials relating to items on this Agenda are distributed to Board members prior to the meeting, such materials will be made available for public inspection on the District's website: www.twainhartecsd.com

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: **Communications Policy**
POLICY NUMBER: **1030**
ADOPTED: **July 12, 2012**
AMENDED: **9/10/2015**
LAST AMENDED: **March 11, 2020**

1030.10 PURPOSE

The purpose of this policy is to provide direction to Twain Harte Community Services District Board of Directors and staff in responding to various forms of public communication.

1030.20 PREPARATION

Prior to responding to any form of communication received from the public, another agency/business or the media, the following items must be considered:

- a. **Source:** Identify who communicated the information and who the communication was specifically directed toward.
- b. **Topic:** Determine the main objective of the communication and whether it is based on factual or false information.
- c. **Level of Importance:** Evaluate the level of importance and the level of response needed, if any.
- d. **Sensitivity:** Determine the level of interest in the community and the degree of sensitivity.
- e. **Timelines:** Determine how quickly a response needs to be made.
- f. **Resolution:** Attempt to identify any resolutions to keep issues from becoming long term or ongoing.
- g. **Form:** Identify how the information was distributed (i.e. letter, public meeting, email, phone call, etc.).
- h. **Response Form:** Identify the most appropriate form of response (i.e. individual letter, letter to all customers, website post, press release, media interview, etc.).
- i. **Responder:** Identify the appropriate person to communicate the response.
- j. **Approval:** Identify who needs to approve and/or review the response before release.

1030.30 COMMUNICATION AUTHORITY

Except as specifically described in this policy or as is necessary for the normal carrying

out of staff job functions, all communications shall be approved or designated by the General Manager or approved by the Board of Directors. If communications received by the District are determined to have high importance and/or sensitivity, the General Manager may wish to consult with the Board to determine the best communication strategy.

1030.40 PUBLIC COMMENTS AT BOARD MEETINGS

In accordance with State law, the Board is prohibited from discussing items not calendared on the agenda. The public may address the Board on any item not listed on the agenda and is within the Board's jurisdiction, under the "Public Comment" agenda item. Matters brought up which are not on the agenda may be simply received, referred to staff for follow-up, or calendared on a future agenda.

For public comments regarding items on the agenda, if the comment is erroneous and a staff person can correct the misstatement, staff is encouraged to do so. If a staff person or Board member has some factual data that clarifies and or addresses the comment being made, the staff person or Board member shall respond/answer at that time, instead of waiting for the matter to be put on a future agenda. Public discussion, as in extended question and answer, debate and/or pontification is discouraged.

1030.50 WRITTEN CORRESPONDENCE FROM DIRECTORS

Directors may wish to have letters on District letterhead written to customers, businesses or other entities. Typically, the General Manager and/or Board President (only if authorized by policy or Board action) shall be charged with communicating the District's written position on matters to customers, businesses or other entities.

On occasion, Directors may disagree with a position the District has taken on an issue. In these instances, Directors may communicate their individual position as private citizens only (no use of title) and shall not use District letterhead or District staff to prepare such responses.

1030.60 DIRECTORS SPEAKING ON BEHALF OF THE DISTRICT

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A Director may represent the District at meetings or other venues if the entire Board first authorizes such representation through official Board action. When representing the District, the Director can state the District's position, not their individual position on any issue.

1030.70 PUBLIC COMPLAINTS

1030.71 Definition. An official public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal

statute of which the individual has been adversely affected and shall be submitted in writing and signed by the person filing the complaint.

1030.72 Method of Resolution. The Board of Directors desires that official public complaints be resolved at the lowest possible administrative level and that the method for resolution of complaints be logical and systematic, generally adhering to the following process:

1. The individual with a complaint (“complainant”) shall first be directed to the department manager to discuss the matter with the objective of resolving the matter informally.
2. If the complainant is not satisfied with the disposition of the complaint by the department manager, the department manager shall refer the complainant to the General Manager. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager may document his/her decision in writing, with the complainant being provided a copy; otherwise the resolution or decision of the General Manager will take effect immediately after conferring with the complainant.
3. If the complainant is not satisfied with the disposition of the matter by the General Manager, he/she may request consideration by the Board of Directors by filing said request in writing within ten (10) days of receiving the General Manager’s decision. The Board may consider the matter at its next regular Board meeting or call a Special Meeting. In making a decision, the Board may conduct conferences, refer the matter to Committee, hear testimony, as well as utilize the transcripts of written documentation. The Board’s final decision shall be in writing with the complainant being provided a copy.

1030.74 Other Public Complaints. When Directors receive a complaint or inquiry from the public regarding the District’s services and/or staff, the Director should acknowledge the complaint/inquiry without making any comment/promise as to what will happen on behalf of the District and forward the message to the General Manager. The General Manager shall either respond to the complaint or designate response to the appropriate staff member.

1030.75 No Discouragement of Public Complaints. This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Board to verbally present a testimony, complaint, or statement in regard to action of the Board, District programs and services, or impending considerations of the Board.

1030.80 MEDIA CONTACTS

1030.81 Authority. The General Manager has sole authority to contact and respond to media inquiries on behalf of the District. The General Manager may choose to designate personnel or Directors to speak to the media on behalf of the

District for specific or routine District activities.

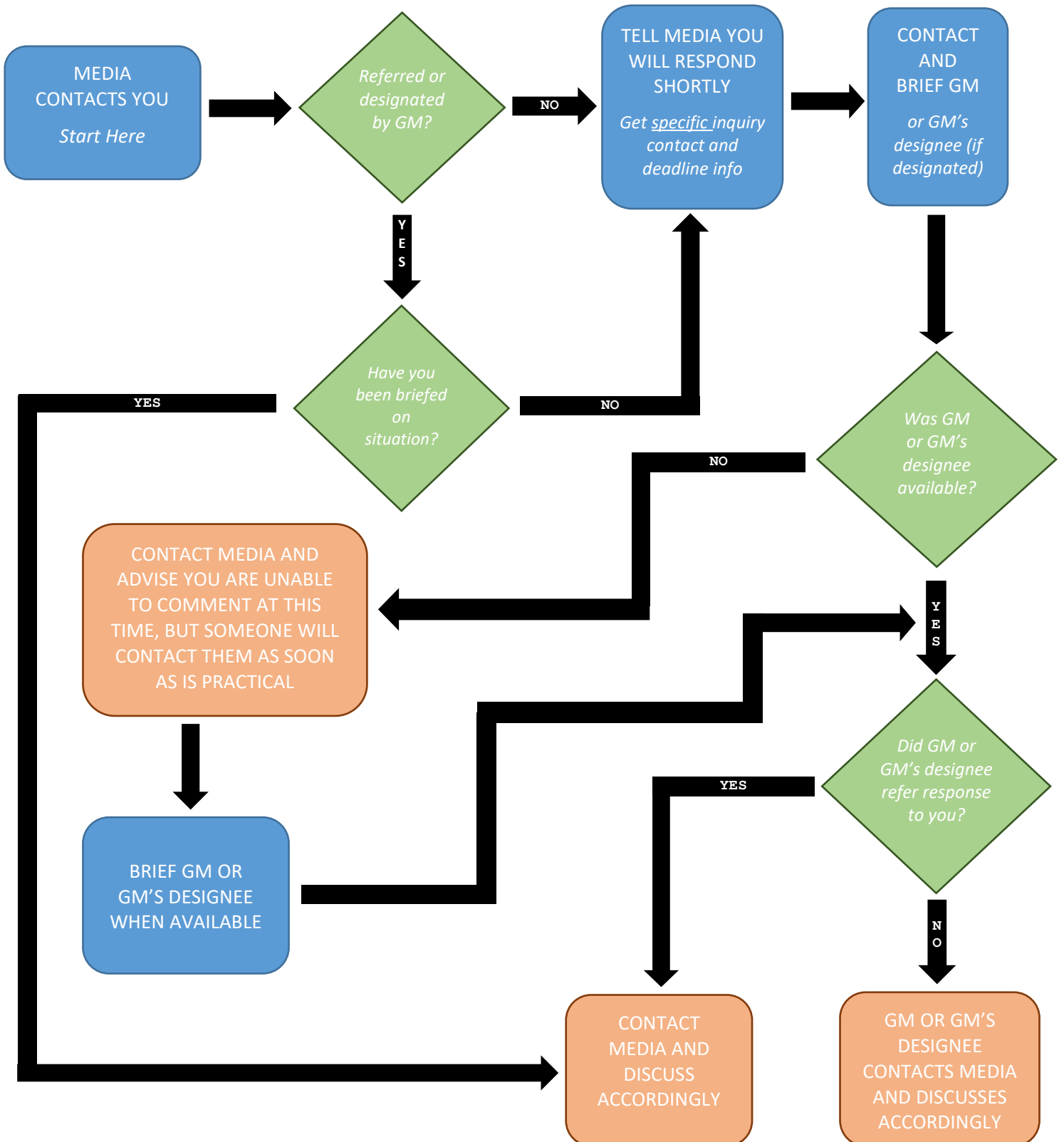
The Board of Directors may vote to designate media contact authority to a Director for a specific time frame in the event the General Manager is unavailable or specific circumstances warrant such action.

1030.82 Board and Staff Media Response. In the event Directors or staff are approached for comment by the news media, they shall refer all inquiries to the General Manager in accordance with the attached Media Response Flow Chart.

1030.83 No Authority to Take Responsibility. No employee or Director shall have any right or authority to make any representation to members of the public or others that the District has legal responsibility for any action, omission or event causing injury, financial loss, damage or inconvenience to any person or property.

MEDIA RESPONSE FLOW CHART

Twain Harte Community Services District



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Policy and Procedure Manual

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- f. **Resolution:** Attempt to identify any resolutions to keep issues from becoming long term or ongoing.
- g. **Form:** Identify how the information was distributed (i.e. letter, public meeting, email, phone call, etc.).
- h. **Response Form:** Identify the most appropriate form of response (i.e. individual letter, letter to all customers, website post, press release, media interview, etc.).
- i. **Responder:** Identify the appropriate person to communicate the response.
- j. **Approval:** Identify who needs to approve and/or review the response before release.

1030.30 COMMUNICATION AUTHORITY

[THCSD 1030 Communications Policy REV 2022-03-09](#)~~[THCSD 1030 Communications Policy](#)~~

Except as specifically described in this policy or as is necessary for the normal carrying out of staff job functions, all communications shall be approved or designated by the General Manager or approved by the Board of Directors. If communications received by the District are determined to have high importance and/or sensitivity, the General Manager may wish to consult with the Board to determine the best communication strategy.

1030.40 PUBLIC COMMENTS AT BOARD MEETINGS

~~1030.41~~ In accordance with State law, the Board is prohibited from discussing items not calendared on the agenda. The public may address the Board on any item not listed on the agenda and is within the Board's jurisdiction, under the "Public Comment" agenda item. ~~"Public Comment: This time is provided to receive information from the public."~~ Matters brought up which are not on the agenda may be simply received, referred to staff for ~~action~~ follow-up, or calendared on a future agenda.

For public comments regarding items on the agenda, if the comment is erroneous and a staff person can correct the misstatement, staff is encouraged to do so.

~~1030.42~~ If a staff person or Board member has some factual data that clarifies and or addresses the comment being made, the staff person or Board member shall respond/answer at that time, instead of waiting for the matter to be put on a future agenda. Public discussion, as in extended question and answer, debate and/or pontification is discouraged.

1030.50 WRITTEN CORRESPONDENCE FROM DIRECTORS

~~1030.51~~ Directors may wish to have letters/~~correspondence on District letterhead~~ written to customers, businesses or other entities. Typically, the General Manager and/or Board President (only if authorized by policy or decision made by the entire Board action of Directors) shall be charged with ~~transmitting~~ communicating the District's written position on matters to ~~the~~ customers, businesses or other entities.

~~1030.52~~ On occasion, Directors may disagree with a position the District has taken on an issue. In these instances, Directors may communicate their individual position as private citizens only (no use of title); and shall not use District letterhead or District staff to prepare such responses. ~~If speaking as a Director, Directors shall comply with Section 1030.65 of this Policy.~~

1030.60 DIRECTORS SPEAKING ON BEHALF OF THE DISTRICT

When Directors are asked the District's position on an issue, the response should reflect the position of the District as a whole, based on Board action, policy or ordinance. A Director may clarify his/her vote on an issue by stating, "While I voted against XX, the District voted in support of it." The General Manager has authority to speak on behalf of the District at all times. When communicating the District's position, the General Manager's communication shall be based on prior Board action, policy or ordinance.

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THCSD 1030 Communications Policy REV 2022-03-09~~THCSD 1030 Communications Policy~~

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1030.760 PUBLIC COMPLAINTS

~~1030.761 **Definition.** The Board of Directors desires that public complaints be resolved at the lowest possible administrative level and that the method for resolution of complaints be logical and systematic.~~

~~1030.62~~ An official public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal statute of which the individual has been adversely affected and shall be submitted in writing and signed by the person filing the complaint.

~~1030.63-72 **Method of Resolution.** The Board of Directors desires that official public complaints be resolved at the lowest possible administrative level and that the method for resolution of complaints be logical and systematic, generally adhering to the following process:~~

- ~~1. The individual with a complaint ("complainant") shall first be directed to the department manager to discuss the matter with the objective of resolving the matter informally.~~
- ~~2. If the complainant is not satisfied with the disposition of the complaint by the department manager, the department manager shall refer the complainant to the General Manager. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager may document his/her decision in writing, with the complainant being provided a copy; otherwise the resolution or decision of the General Manager will take effect immediately after conferring with the complainant.~~
- ~~3. If the complainant is not satisfied with the disposition of the matter by the General Manager, he/she may request consideration by the Board of Directors by filing said request in writing within ten (10) days of receiving the General Manager's decision. The Board may consider the matter at its next regular Board meeting or call a Special Meeting. In making a decision, the Board may conduct conferences, refer the matter to Committee, hear testimony, as well as utilize the transcripts of written documentation. The Board's final decision shall be in writing with the complainant being provided a copy.~~

~~4.~~

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~~THCS D 1030 Communications Policy REV 2022-03-09 THCS D 1030 Communications Policy~~

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1030.764 Responding to Other Public Complaints. When Directors receive a complaint or inquiry from the public regarding the District's services and/or staff, the Director should acknowledge the complaint/inquiry without making any comment/promise as to what will happen on behalf of the District and forward the message to the General Manager. The General Manager shall either respond to the complaint or designate response to the appropriate staff member.

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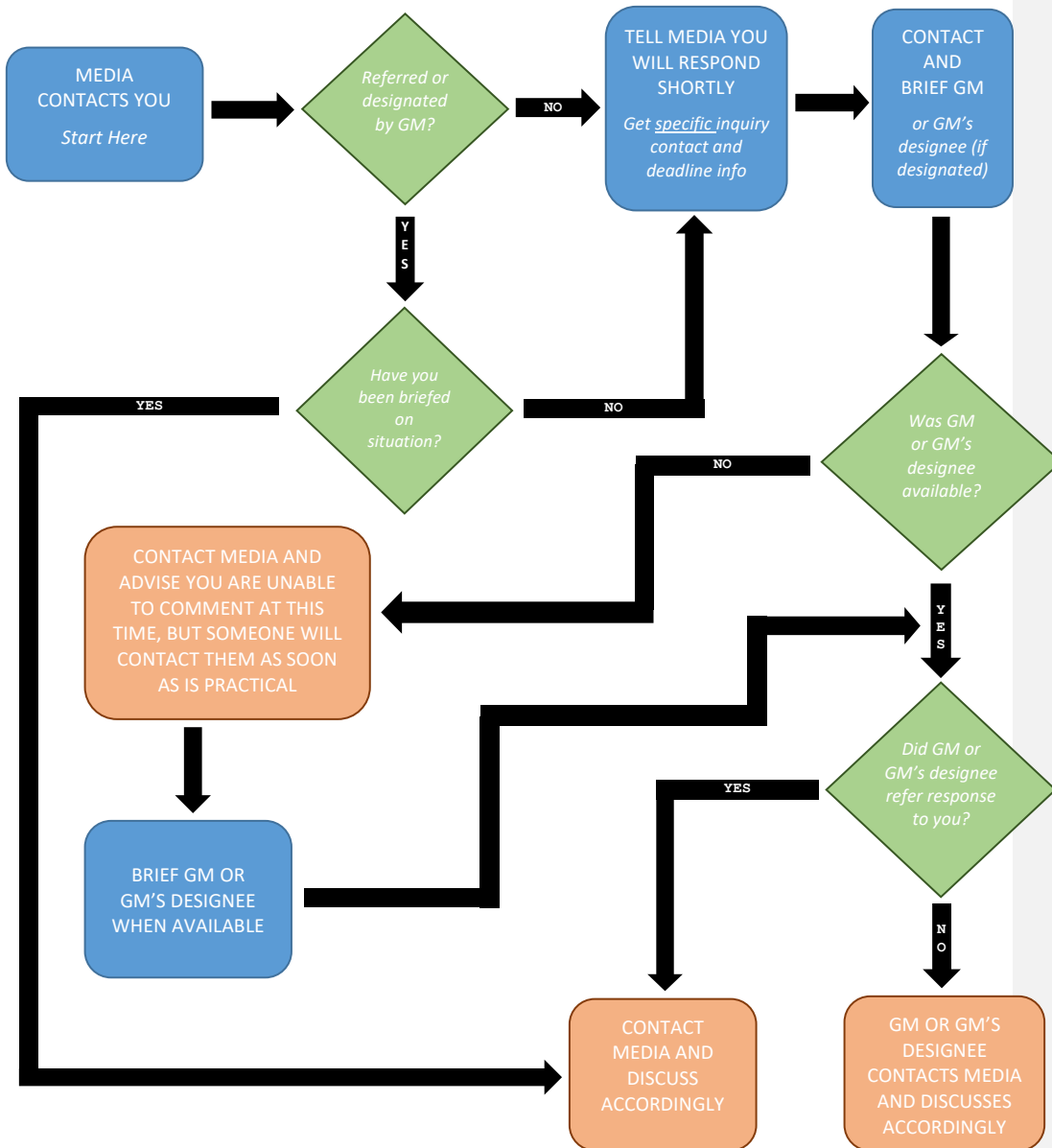
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MEDIA RESPONSE FLOW CHART Twain Harte Community Services District



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Policy and Procedure Manual

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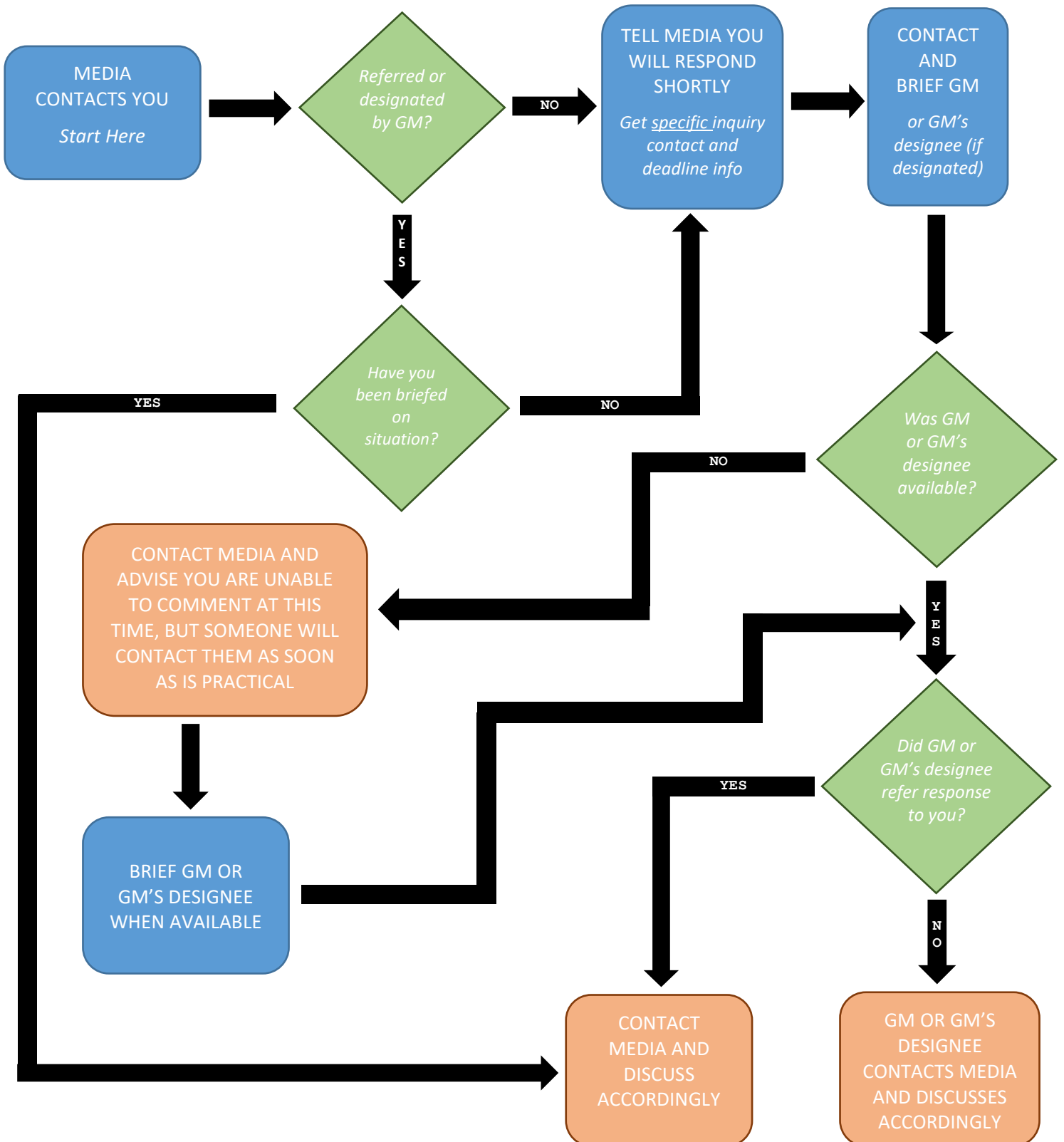
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MEDIA RESPONSE FLOW CHART

Twain Harte Community Services District



TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Board Meeting Agenda

POLICY NUMBER: 5020

ADOPTED: September 20, 2005

AMENDED: 7/9/2015

LAST AMENDED: July 9, 2015

5010.10 AGENDA CREATION

The General Manager, or his/her designee, in cooperation with the Board President, shall prepare an agenda for each regular and special meeting of the Board of Directors. Any Director may contact the General Manager and request any item be placed on the agenda no later than five working days before a regular meeting and no later than 48 hours prior before a special meeting. After an agenda is posted, agenda items may only be added if the Board determines (by a 2/3 vote) that there is an immediate need to take action and the need arose after the posting of the agenda.

5010.20 ADDITION OF AGENDA ITEMS BY PUBLIC

Any member of the public may request that a matter directly related to District business be placed on the agenda of a regularly scheduled meeting of the Board of Directors, subject to the following conditions:

1. The request must be in writing and be submitted to the General Manager together with supporting documents and information, if any, ten (10) calendar days prior to the date of the meeting;
2. The General Manager shall be the judge of whether the public request is or is not a matter directly related to District business.
3. No matter which is legally a proper subject for consideration by the Board in closed session will be accepted for addition to the agenda;
4. The Board of Directors may place limitations on the total time to be devoted to a public request issue at any meeting, and may limit the time allowed for any one person to speak on the issue at the meeting.
5. This policy does not prevent the Board from taking testimony at regular and special meetings of the Board on matters which are not on the agenda which a member of the public may wish to bring before the Board. However, the Board shall not discuss or take action on such matters at that meeting.

5010.30 POSTING OF AGENDAS

The Board secretary will be responsible for posting and distributing Board meeting agendas in compliance with the Ralph M. Brown Act and Policy #5010, "Board Meetings".

5010.40 AGENDA ORDER AND FORMAT

Agendas for regular Board meetings shall typically follow the below format and order. Agenda items will normally be discussed/considered in the order in which they appear on the agenda unless special circumstances exist. If special circumstances exist, the Board President (Chairperson) shall determine the order in which agenda items shall be considered for discussion and/or action by the Board. The Board may take action on any item listed on the agenda.

1. Call to Order: Chairperson officially begins the meeting.
2. Pledge of Allegiance and Roll Call: Chairperson initiates Pledge of Allegiance and Board Secretary takes roll of Directors in attendance.
3. Reading of Mission Statement: Chairperson reads the District mission statement to remind all why the District exists and to ensure that Board discussion and action centers around the mission.
4. Public Comment: Typically, comments received during the Public Comment portion of the agenda should deal with items not listed on the agenda. No action will be taken or conducted on items not listed on the agenda; however staff may be directed to place the item on a future agenda for consideration of action. In response to comments received during Public Comment, clarifying statements may be given by the Board or staff.
5. Communications: All written communications including letters, memoranda and similar documents addressed to the Board of Directors or District may be discussed during this portion of the agenda.
6. Presentations: Any presentations given by or involving other parties may be placed under Presentations.
7. Consent Agenda: Board meeting minutes, financial statements and non-controversial items such as but not limited to proclamations, resolutions of appreciation, procedural resolutions required by funding agencies and rescission of policies, resolutions and ordinances may be placed on the Consent Agenda and said Consent Agenda may be approved with a single motion. A Director may request that any item on the Consent Agenda be removed for separate consideration by the Board in the same or future meeting.
8. Old Business: Items that have appeared and were considered by the Board on a previous agenda may be considered under Old Business on the Agenda.

9. New Business: Items that have not previously been considered by the Board and which do not qualify for consideration on the Consent Agenda shall be heard under New Business on the agenda.
10. Reports: Director and staff reports will be discussed during this portion of the agenda. No action will be taken on items or issues associated with reports; however staff may be directed to place the item on a future agenda for consideration of action.
11. Closed Session: Any items that qualify to be discussed/considered in closed session by the Ralph M. Brown Act will be placed under Closed Session. Only Directors, staff and relevant District consultants may be present during the discussion/consideration of Closed Session items.
12. Adjourn: The Chairperson shall officially adjourn the meeting when discussion/consideration of all matters on the agenda is complete.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Board Meeting Agenda

POLICY NUMBER: 5020

ADOPTED: September 20, 2005

AMENDED: 7/9/2015

LAST AMENDED: July 9, 2015

5010.10 AGENDA CREATION

~~5020.10~~—The General Manager, or his/her designee, in cooperation with the Board President, shall prepare an agenda for each regular and special meeting of the Board of Directors. Any Director may contact the General Manager and request any item ~~to be placed on the regular meeting~~ agenda no later than ~~5 five~~ working days ~~prior before to the meeting date~~ a regular meeting and no later than 48 hours prior before a special meeting. After an agenda is posted, agenda items may only be added if the Board determines (by a 2/3 vote) that there is an immediate need to take action and the need arose after the posting of the agenda.

5010.20 ADDITION OF AGENDA ITEMS BY PUBLIC

~~5020.11~~— Any Director may contact the General Manager and request any item to be placed on a special meeting agenda no later than 48 hours prior to the meeting time.

~~5020.20~~— Any member of the public may request that a matter directly related to District business be placed on the agenda of a regularly scheduled meeting of the Board of Directors, subject to the following conditions:

1. ~~5020.21~~— The request must be in writing and be submitted to the General Manager together with supporting documents and information, if any, ten (10) calendar days prior to the date of the meeting;
2. ~~5020.22~~— The General Manager shall be the judge of whether the public request is or is not a "matter directly related to District business."
3. ~~5020.23~~— No matter which is legally a proper subject for consideration by the Board in ~~closed session~~ will be accepted under this policy for addition to the agenda;

4. ~~5020.24~~—The Board of Directors may place limitations on the total time to be devoted to a public request issue at any meeting, and may limit the time allowed for any one person to speak on the issue at the meeting.
5. ~~5020.30~~—This policy does not prevent the Board from taking testimony at regular and special meetings of the Board on matters which are not on the agenda which a member of the public may wish to bring before the Board. However, the Board shall not discuss or take action on such matters at that meeting.

~~5020.40~~—At least 72 hours prior to the time of all regular meetings, an agenda, which includes but is not limited to all matters on which there may be discussion and/or action by the Board, shall be posted conspicuously for public review at the District office and any public bulletin board or website maintained by the District.

~~5020.41~~—The agenda for a special meeting shall be posted at least 24 hours before the meeting in the same locations.

5010.30 POSTING OF AGENDAS

The Board secretary will be responsible for posting and distributing Board meeting agendas in compliance with the Ralph M. Brown Act and Policy #5010, “Board Meetings”.

5010.40 AGENDA ORDER AND FORMAT

Agendas for regular Board meetings shall typically follow the below format and order. Agenda items will normally be discussed/considered in the order in which they appear on the agenda unless special circumstances exist. If special circumstances exist, the Board President (Chairperson) shall determine the order in which agenda items shall be considered for discussion and/or action by the Board. The Board may take action on any item listed on the agenda.

1. Call to Order: Chairperson officially begins the meeting.
2. Pledge of Allegiance and Roll Call: Chairperson initiates Pledge of Allegiance and Board Secretary takes roll of Directors in attendance.
3. Reading of Mission Statement: Chairperson reads the District mission statement to remind all why the District exists and to ensure that Board discussion and action centers around the mission.
4. ~~_____~~—~~5020.52~~—Public Comments: Typically, comments received during the Public Comment portion of the agenda should deal with items not listed on the agenda. No action will be taken or conducted on items not listed on the agenda; however staff may be directed to place the item on a future agenda for consideration of action. In response to comments received during Public Comment, clarifying statements may be given by the Board or staff.
5. ~~_____~~—~~5020.53~~—Communications: All written communications including letters, memoranda and similar documents addressed to the Board of Directors or District may be discussed during this portion of the agenda. ~~No action will be taken on~~

~~communications items; however staff may be directed to place the item on a future agenda for consideration of action.~~

2.6. Presentations: Any presentations given by or involving other parties may be placed under Presentations.

~~3.7.~~ 5020.54 Consent Agenda: Board meeting minutes, financial statements and non-controversial items such as but not limited to proclamations, resolutions of appreciation, procedural resolutions required by funding agencies and rescission of policies, resolutions and ordinances may be placed on the Consent Agenda and said Consent Agenda may be approved with a single motion. A Director may request that any item on the Consent Agenda be removed for separate consideration by the Board in the same or future meeting.

~~4.8.~~ 5020.55 Old Business: Items that have appeared and were considered by the Board on a previous agenda may be considered under Old Business on the Agenda.

~~5.9.~~ 5020.56 New Business: Items that have not previously been considered by the Board and which do not qualify for consideration on the Consent Agenda shall be heard under New Business on the agenda.

~~10.~~ 5020.57 Reports: Director and staff reports will be discussed during this portion of the agenda. No action will be taken on items or issues associated with reports; however staff may be directed to place the item on a future agenda for consideration of action.

11. Closed Session: Any items that qualify to be discussed/considered in closed session by the Ralph M. Brown Act will be placed under Closed Session. Only Directors, staff and relevant District consultants may be present during the discussion/consideration of Closed Session items.

~~6.12.~~ Adjourn: The Chairperson shall officially adjourn the meeting when discussion/consideration of all matters on the agenda is complete.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Board Meeting Agenda

POLICY NUMBER: 5020

ADOPTED: September 20, 2005

AMENDED: July 9, 2015

5020.10 The General Manager, or his/her designee, in cooperation with the Board President, shall prepare an agenda for each regular and special meeting of the Board of Directors. Any Director may contact the General Manager and request any item to be placed on the regular meeting agenda no later than 5 working days prior to the meeting date.

5020.11 Any Director may contact the General Manager and request any item to be placed on a special meeting agenda no later than 48 hours prior to the meeting time.

5020.20 Any member of the public may request that a matter directly related to District business be placed on the agenda of a regularly scheduled meeting of the Board of Directors, subject to the following conditions:

5020.21 The request must be in writing and be submitted to the General Manager together with supporting documents and information, if any, ten (10) calendar days prior to the date of the meeting;

5020.22 The General Manager shall be the judge of whether the public request is or is not a "matter directly related to District business."

5020.23 No matter which is legally a proper subject for consideration by the Board in closed session will be accepted under this policy;

5020.24 The Board of Directors may place limitations on the total time to be devoted to a public request issue at any meeting, and may limit the time allowed for any one person to speak on the issue at the meeting.

5020.30 This policy does not prevent the Board from taking testimony at regular and special meetings of the Board on matters which are not on the agenda which a member of the public may wish to bring before the Board. However, the Board shall not discuss or take action on such matters at that meeting.

5020.40 At least 72 hours prior to the time of all regular meetings, an agenda, which includes but is not limited to all matters on which there may be discussion and/or action by the Board, shall be posted conspicuously for public review at the District office and any public bulletin board or website maintained by the District.

5020.41 The agenda for a special meeting shall be posted at least 24 hours before the meeting in the same locations.

5020.50 The regular meeting agenda shall be prepared containing the following items:

5020.51 Call to Order: The President will call the meeting to order and conduct the Pledge of Allegiance.

5020.52 Public Comments: Typically, comments received during the Public Comment portion of the agenda should deal with items not listed on the agenda. No action will be taken or conducted on items not listed on the agenda; however staff may be directed to place the item on a future agenda for consideration of action. In response to comments received during Public Comment, clarifying statements may be given by the Board or staff.

5020.53 Communications: All written communications including letters, memoranda and similar documents addressed to the Board of Directors may be discussed during this portion of the agenda. No action will be taken on communications items; however staff may be directed to place the item on a future agenda for consideration of action.

5020.54 Consent Agenda: Board meeting minutes, financial statements and non-controversial items such as but not limited to proclamations, resolutions of appreciation, procedural resolutions required by funding agencies and rescission of policies, resolutions and ordinances may be placed on the Consent Agenda and said Consent Agenda may be approved with a single motion. A Director may request that any item on the Consent Agenda be removed for separate consideration by the Board in the same or future meeting.

5020.55 Old Business: Items that have appeared and were considered by the Board on a previous agenda may be considered under Old Business on the Agenda.

5020.56 New Business: Items that have not previously been considered by the Board and which do not qualify for consideration on the Consent Agenda shall be heard under New Business on the agenda.

5020.57 Reports: Director and staff reports will be discussed during this portion of the agenda. No action will be taken on items or issues associated with reports; however staff may be directed to place the item on a future agenda for consideration of action.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Board Meeting Conduct

POLICY NUMBER: 5030

ADOPTED: September 20, 2005

AMENDED:

5030.10 GENERAL MEETING CONDUCT

Meetings of the Board of Directors shall be conducted by the Board President (Chairperson) or Board Vice President (Vice Chairperson) in the absence of the Board President. The Chairperson will be responsible to ensure that the meeting is conducted in accordance with Policy # 5070, "Rules of Order for Board Meetings". The Chairperson shall also ensure that Board meetings are conducted as follows:

1. Meetings shall commence at the time stated on the agenda and shall be guided by the agenda.
2. Meetings shall be run in an efficient and thorough manner that makes the best use of the Board's, staff's and public's time.
3. To the fullest possible extent, meetings shall be conducted in a manner that enables Directors to effectively consider problems and opportunities, receive reports, and take any necessary actions needed for District operations or improvement.

5030.20 PUBLIC COMMENT CONDUCT

The Chairperson shall ensure that the times set aside in Board meetings for public comment are conducted as follows:

1. Five minutes may be allotted to each speaker and a maximum of 20 minutes of total public comment to each subject matter.
2. Public members providing public conduct shall not conduct themselves in a manner that is disruptively noisy, profane, or creates a health or safety risk to members of the Board, staff or other members of the public. Public members conducting themselves in such a manner will be given one verbal warning by the Chairperson. If the public member persists in such behavior, the Chairperson may revoke that person's privilege of addressing the Board.

5030.30 WILLFUL DISRUPTION NOT ALLOWED

Willful disruption of any of the meetings of the Board of Directors shall not be permitted. Among other things, this may include conduct that is loud; noisy; disruptive; disturbing; creates a health or safety risk to Board members, staff or other members of the public; or makes it difficult to conduct District business. If the Chairperson finds that there is willful disruption of any meeting, he/she shall adhere to the following:

1. Ask the person(s) to stop such behavior immediately.
2. If the person(s) persists in willful disruption after being asked to stop, the Chairperson may order the person(s) to leave the building where the meeting is being conducted.
3. If the person(s) refuses to leave the meeting, the Chairperson or the General Manager shall contact law enforcement.
4. If any person(s) are ordered to leave the meeting due to willful disruption, the Board shall only consider matters appearing on the agenda.

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Board Meeting Conduct

POLICY NUMBER: 5030

ADOPTED: September 20, 2005

AMENDED:

5030.10 GENERAL MEETING CONDUCT

~~5030.10~~ Meetings of the Board of Directors shall be conducted by the Board President (Chairperson) or Board Vice President (Vice Chairperson) in the absence of the Board President. The Chairperson will be responsible to ensure that the meeting is conducted in a manner consistent accordance with the policies of the District. Policy No. # 5070, "Rules of Order for Board and Committee Meetings", shall be used as a general guideline for meeting protocol. The Chairperson shall also ensure that Board meetings are conducted as follows:

1. ~~5030.20~~ All Board mMeetings shall commence at the time stated on the agenda and shall be guided by ~~same~~ the agenda.

~~4.2.~~ Meetings shall be run in an efficient and thorough manner that makes the best use of the Board's, staff's and public's time.

2. ~~5030.30~~ The conduct of meetings shall, to To the fullest possible extent, meetings shall be conducted in a manner that enables Directors to effectively :

~~3.~~

3. ~~5030.31~~ Consider problems and opportunities, receive reports to be solved, weigh evidence related thereto, and make wise decisions intended to solve the problems and improve services take any necessary actions needed for District operations or improvement. ~~and~~

5030.20 PUBLIC COMMENT CONDUCT

The Chairperson shall ensure that

~~5030.32~~ Receive, consider and take any needed action with respect to reports of accomplishment of District operations.

~~5030.40~~ Provisions for permitting any individual or group to address the Board concerning any item on the agenda of a special meeting, or to address the Board at a regular meeting on any subject that lies within the jurisdiction of the Board of Directors, the times set aside in Board meetings for public comment are conducted as follows: shall be as followed:

1. ~~5030.41~~ Five minutes may be allotted to each speaker and a maximum of 20 minutes of total public comment to each subject matter.
2. ~~5030.42~~ No boisterous Public members providing public conduct shall not conduct themselves in a manner that is disruptively noisy, profane, or creates a health or safety risk to members of the Board, staff or other members of the public. Public members conducting themselves in such a manner will be given one verbal warning by the Chairperson. shall be permitted at any Board meeting. If the public member persistences in boisterous conduct shall be grounds for summary termination, by such behavior, the Chairperson, of that may revoke that person's privilege of addressing the Board.

5030.30 WILLFUL DISRUPTION NOT ALLOWED

~~5030.50~~ Willful disruption of any of the meetings of the Board of Directors shall not be permitted. Among other things, this may include conduct that is loud; noisy; disruptive; disturbing; creates a health or safety risk to Board members, staff or other members of the public; or makes it difficult to conduct District business. If the Chairperson finds that there is in fact willful disruption of any meeting of the Board, he/she shall adhere to the following:

1. Ask the person(s) to stop such behavior immediately.
2. If the person(s) persists in willful disruption after being asked to stop, the Chairperson may order the person(s) to leave the building where the meeting is being conducted.
3. If the person(s) refuses to leave the meeting, the Chairperson or the General Manager shall contact law enforcement.
4. If any person(s) are ordered to leave the meeting due to willful disruption, the Board shall only consider matters appearing on the agenda.
1. ~~room cleared and subsequently conduct the Board's business without the audience present.~~

~~5030.51~~ In such an event, only matters appearing on the agenda may be considered in such a session.

~~5030.52~~ After clearing the room, the Chairperson may permit those persons who, in his/her opinion, were not responsible for the willful disruption to re-enter the meeting room.

~~5030.53 Duly accredited representatives of the news media, whom the Chairperson finds not to have participated in the disruption, shall be admitted to the remainder of the meeting.~~

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Board Meeting Conduct

POLICY NUMBER: 5030

ADOPTED: September 20, 2005

AMENDED:

5030.10 Meetings of the Board of Directors shall be conducted by the Chairperson in a manner consistent with the policies of the District. Policy No. 5070, "Rules of Order for Board and Committee Meetings", shall be used as a general guideline for meeting protocol.

5030.20 All Board meetings shall commence at the time stated on the agenda and shall be guided by same.

5030.30 The conduct of meetings shall, to the fullest possible extent, enable Directors to:

5030.31 Consider problems to be solved, weigh evidence related thereto, and make wise decisions intended to solve the problems and improve services; and,

5030.32 Receive, consider and take any needed action with respect to reports of accomplishment of District operations.

5030.40 Provisions for permitting any individual or group to address the Board concerning any item on the agenda of a special meeting, or to address the Board at a regular meeting on any subject that lies within the jurisdiction of the Board of Directors, shall be as followed:

5030.41 Five minutes may be allotted to each speaker and a maximum of 20 minutes to each subject matter.

5030.42 No boisterous conduct shall be permitted at any Board meeting. Persistence in boisterous conduct shall be grounds for summary termination, by the Chairperson, of that person's privilege of address.

5030.50 Willful disruption of any of the meetings of the Board of Directors shall not be permitted. If the Chairperson finds that there is in fact willful disruption of any meeting of the Board, he/she may order the room cleared and subsequently conduct the Board's business without the audience present.

5030.51 In such an event, only matters appearing on the agenda may be considered in such a session.

5030.52 After clearing the room, the Chairperson may permit those persons who, in his/her opinion, were not responsible for the willful disruption to re-enter the meeting room.

5030.53 Duly accredited representatives of the news media, whom the Chairperson finds not to have participated in the disruption, shall be admitted to the remainder of the meeting.