



Marion Utilities

1540 N Washington St.
Marion, IN 46952
www.marionutilities.com

Service Board

Memo To: All Utility Board Members
From: Bob Logan, Chairman
Date: June 12, 2020
Re: Agenda for June 18, 2020 Utility Board Meeting

Dear Board Member:

This is to inform you of our Board Meeting to be held Thursday, June 18, 2020 at 5:30 p.m. in the Training Center Building 101 at Marion Utilities, 1540 North Washington Street, Marion, Indiana. Social distancing measures will be in place.

The following will be the agenda:

- I. **ROLL CALL**
- II. **INTRODUCTION OF GUESTS**
- III. **CONSIDERATION OF AGENDA ADDITIONS OR DELETIONS**
- IV. **APPROVAL OF MINUTES**
 - A. Regular meeting of May 21, 2020
- V. **FINANCIALS**
 - A. May, 2020
- VI. **OLD BUSINESS**
 - A. Update on Projects – Pinkerton
 - B. Recycling Center- P. Pinkerton





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VII. NEW BUSINESS

- A. Transfers & Pay Requests - Senior Leadership Team
- B. Approval of Dockets- C. Binkerd
- C. Performance Management/Compensation Plan Document- C. Binkerd
- D. Alternative Schedule for July Board Meetings- C. Binkerd

VIII. SENIOR LEADERSHIP REPORTS

- A. Assistant Director for Engineering & Solid Waste- P. Pinkerton
- B. Assistant Director for Operations & Maintenance- R. Shrader
- C. Utility Director- C. Binkerd

IX. BOARD MEMBERS' COMMENTS

X. CHAIRMAN'S REMARKS

XI. NEXT MEETING

TBD

Robert Logan, Chairman
Marion Utility Service Board

cc: News Media
City Administration/Council
Department Heads





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Service Board

BOARD MINUTES OF THE JUNE 18, 2020 MEETING

The Marion Utility Service Board held their meeting on Thursday, June 18, 2020 at 5:30 p.m. in the L.E.A.D. Center, Building 101, at Marion Utilities, 1540 N. Washington Street, Marion, Indiana.

Roll was called and those board members present were: Bob Logan, Chairman; Mike Barney; Bill Dorsey; Al Green; Von Jackson; and Herschel Lewis. Doug Carl was absent.

Also present at the meeting were: Chuck Binkerd, Director; Pat Pinkerton, Assistant Director for Engineering and Solid Waste; Mike Conner, Attorney; Shana Martin, Accounting/Billing Coordinator; Misty Humphries, Secretary; Mark Theel, Marion Utilities.

CONSIDERATION OF AGENDA ADDITIONS OR DELETIONS

There were no additions or deletions.

APPROVAL OF MINUTES

Mr. Lewis moved, seconded by Mr. Dorsey, to approve the minutes from the regular meeting of May 21, 2020. All board members present voted aye. Motion carried unanimously.

FINANCIALS

Ms. Martin presented the May financials. She stated that each Utility shows a loss resulting in an overall loss. Ms. Martin stated that each year the General Liability and Worker's Compensation Insurance invoices are paid at this time. The invoices totaled \$240,000 this year. Ms. Martin also noted that May had a third payroll. Ms. Martin stated that there would have been a profit if it weren't for the third payroll and insurance invoices. Mr. Lewis moved, seconded by Mr. Barney, to approve the May financials. All board members present voted aye. Motion carried unanimously.

UPDATE ON PROJECTS

Mr. Pinkerton reported that Insight was in town to work on the Cured-In-Place Lining Projects awarded to them earlier in the year. Mr. Pinkerton said that the work does not take long to complete once started.

RECYCLING CENTER

Mr. Pinkerton explained that the Recycling Center is moving along. There are seventy or so people coming in on Fridays and numbers are in the thirties for Mondays. Although this Monday, there were 52 cars that came through. Mr. Pinkerton said that customers seem to come in waves. Mr. Pinkerton stated that he noticed a car lock its brakes up on Washington Street in order to turn into the building. Mr. Pinkerton explained that there had been conversation about moving the door from the west side of the building to the north side of the building. Mr. Binkerd added that a semi load has been taken away and a second load is being worked on now. Mr. Logan asked if a proposal will be presented later or if this is



something that can go ahead and be done. Mr. Binkerd said that while the door was not budgeted, it could be worked in now without a budget increase. Mr. Logan stated that he has had the opportunity to visit the center twice, and the staff has been very helpful, kind, and knowledgeable. Rev. Green said that he has been in six times, and staff is very helpful and willing to assist others in learning more about recycling. Mr. Barney suggested widening the drive area while doing door work. Mr. Pinkerton stated that the area including the drive would be widened. The project that will have to be put together would also include reinstating the loading dock so that the semitrailer could be located in the 1300 building instead of the 1400 building. Currently, staff has to take the gaylords from the 1300 building and drive them through the 1400 building in order to load the semitrailer.

TRANSFERS & PAY REQUESTS

There were no transfer or pay requests at this time.

APPROVAL OF DOCKETS

Mr. Binkerd explained that over the last few months, the dockets were voted upon during the Zoom meetings; however, signatures were not gathered. Mr. Binkerd said he would like the dockets to be signed if possible. Mr. Conner stated that the dockets would not need to be voted upon again. The signatures tonight would only memorialize what was voted on earlier.

PERFORMANCE MANAGEMENT/COMPENSATION PLAN DOCUMENT

Mr. Binkerd explained that the Personnel Committee met earlier this week to review the Performance Management Plan and the Compensation Plan. Mr. Binkerd stated that Marcus Buckingham and Gallop have done research that shows the traditional way of conducting performance evaluations is ineffective. Mr. Binkerd presented the Performance Plan to the board and explained that it was broken into three elements. The three areas are Communication, Development, and Human Resources Management. Mr. Binkerd said that the concept of check-ins would be implemented. These are brief conversations between the Supervisor and the employee. The conversations are already happening between Supervisors and employees. The conversations will be documented now. The check-in documentation will include three questions. The questions will vary slight between the Administrative Group and groups that are in the field. Mr. Binkerd said that the questions would help determine contribution to the team, what is important to the employee, and alignment between the employee's goals and the organization's goals. Mr. Binkerd said this would also be a time for Leadership to express and show appreciation to the employee as wells as to encourage employees to participate in the incentive programs. He added that this may be a time for deficits to be discussed. Supervisors will then answer questions related to the concepts discussed earlier. These would include whether they would feel comfortable assigning responsibilities to the employee, whether they would recommend a pay increase at that time, and whether they would recommend a promotion for the employee. While there are some questions to be answered, but not a lot of additional paperwork or time will be required in order to complete this process. There is some talk about SMART goals as well. The Human Resource Management program will link all of the conversations into their electronic personnel files. Mr. Binkerd said that the Senior Leadership Team members would review highlights of this process for the annual assessment.

Mr. Binkerd then explained the Compensation Plan. The Compensation Plan was not just monetary. It is a total compensations plan. He explained that there are more details located in the

Benefit Summary. Mr. Binkerd then directed that Board's attention to page 2 of the Compensation Plan to review the elements. He reminded everyone that none of this was new. Mr. Binkerd stated that one of the goals is to make sure that the Utilities are competitive. The AWWA (American Water Works Association) wage survey is used to aid with this. While the survey is not cheap, but it is definitely a value for all of the information it provides. Phone calls to other local utilities are also used to spot check salary ranges. Mr. Binkerd explained that the Utilities are not just competing with other utilities. The Utilities are also competing with other companies in our community that hire for the same skills and even positions. The next element is the Point Factoring process. Point Factoring will continue to be used. There are four factors involved in the process. They include Skills, effort, education, and working conditions. Each one of the levels is broken down further and assigned point ranges which makes it is. Mr. Binkerd referenced Page 11 which illustrated how the program is broken down. Mr. Binkerd stated that the next section discussed pay raises. He said that every now and then positions have to be repositioned after reviews of the positions. Mr. Binkerd added that the two plans are very close and they should be managed together. Mr. Binkerd continued to review the plan as presented in relation to promotions, demotions, and acceptance of new positions. Mr. Lewis moved, seconded by Mr. Barney, to approve the plans as presented. All board members present voted aye. Motion carried unanimously.

ALTERNATIVE SCHEDULE FOR JULY BOARD MEETINGS

Mr. Binkerd stated that the month of July has five Thursdays. The next meeting would normally be on July 2nd. The Board would normally defer that meeting. Mr. Binkerd said for the month of July, he would recommend rescheduling the meetings to the second and fourth Thursdays instead of the first and third. Mr. Lewis moved, seconded by Mr. Dorsey, to approve the rescheduling of the July board meetings. All board members present voted aye. Motion carried unanimously.

SENIOR LEADERSHIP REPORTS

P. Pinkerton, Assistant Director for Engineering & Solid Waste

Mr. Pinkerton reported that the Transfer Station has reopened. There have been some interesting loads coming in. Last month, they averaged 53.5 tons per day with the station closed to outside loads. The Transfer Station is now averaging 55 tons per day. Last June, the loads averaged 57 tons per day. This gets close to the 60-ton limit. Mr. Pinkerton said that the extra revenue is needed now. He showed a time lapsed video of the Recycling Center. Mr. Pinkerton said that with the new layout, one of the lanes would be for those who have presorted and one would be for those that need assistance. Mr. Barney asked if the information was available. Mr. Binkerd said yes, it was on the website.

R. Shrader, Assistant Director for Operations & Maintenance

Mrs. Shrader said that there was some renovation in the Water Plant's Administration building. She shared some pictures of the area. The new lab space will be about twice the size that it previously was. The area will allow employees to spread out quite a bit. Mrs. Shrader said that the crews are gearing up to haul more biosolids when the wheat crop comes off. In other news, there are some people beginning to take some time off. There is no need to worry though because all of the new hires are doing very well. Mrs. Shrader gave a shout out to the summer help as well. She said that they are doing an amazing job.

C. Binkerd, Utility Director

Mr. Binkerd gave an update of delinquent accounts and the effects of COVID-19 and our business. The Governor's order prohibited disconnects of delinquent accounts. Mr. Binkerd said that disconnects had

stopped prior to the Governor's order. However, not being able to force some folks to pay has been a huge liability. Some people are struggling and some are taking advantage of the situation. Those on the delinquent list are in arrears over two months. The information gets worse and worse as the billing cycle continues. Looking at our revenue, the numbers are not staggering yet, but there is a reflection of non-payments. Mr. Binkerd said this will be more of an issue in the coming months. Mr. Binkerd added that during this time, he was trying to stay on top of the I&M rate case issues. There is a push by some to continue the moratorium for up to two years. On the bright side, pre-COVID19, I&M was looking for another 80% increase. We fought that and won. I&M appealed the decision. Mr. Binkerd said that he has just found out that I&M has withdrawn their appeal. The OUCC and Sierra Club have petitioned not only to continue the moratorium on disconnects but to also suspend deposits, credit checks, and collections for an additional two years. This petition was being watched as well. Mr. Binkerd stated that he was concerned about our community, and there are those affected by lost jobs. Mr. Binkerd said he would recommend that we continue to be judicial about how we do disconnect. He would like it to be looked at in a much broader sense. The Governor's moratorium ended June 4th. However, if this petition continues then we won't be able to collect. In closing, Mr. Binkerd shared a letter from a customer who was very thankful and appreciative of the Customer Service staff. Ms. Patsy Fields addressed the letter to the Board and was especially complimentary of Michelle Osborne and Robert Barnett.

BOARD MEMBERS' COMMENTS

There were no comments at this time.

CHAIRMAN'S REMARKS

Mr. Logan thanked everyone for their attendance. He thanked everyone for participating in past meetings via Zoom and conference call. It made it very challenging to do business. It was not always easy, but a thanks to each member was made. Mr. Logan said hopefully there will not be any back steps needed in the future.

The next meeting is scheduled for July 9, 2020 at 5:30 p.m. in the L.E.A.D. Center, Building 101, at Marion Utilities, 1540 N. Washington Street.

There being no further business before the board, Mr. Lewis moved, seconded by Mr. Barney, that the meeting be adjourned. All board members present voted aye. Motion carried unanimously.

Meeting adjourned at 6:35 p.m.

Robert Logan, Chairman
Marion Utilities Service Board

ATTEST



Misty Humphries
Its Secretary