

Arrowbear Park County Water District

PUBLIC RELATIONS COMMITTEE MEETING

AGENDA

DATE: December 08, 2025
TIME: 4:00 PM Open Session

PUBLIC RELATIONS COMMITTEE
P.O. Box 4045
Arrowbear Lake, CA 92382-4045

POSTING: This agenda was
posted prior to 5:00 p.m. on
November 05, 2025, per Policy #5020.40

MEETING LOCATION
Arrowbear Park County Water District Office
2365 Fir Drive
Arrowbear Lake, CA 92382

OPEN SESSION

- A. CALL TO ORDER – Craig Carpenter, Chairperson
- B. PLEDGE OF ALLEGIANCE TO THE FLAG
- C. AGENDA POSTING CERTIFICATION
- D. ROLL CALL
- E. PUBLIC COMMENT

This portion of the agenda is reserved for the public to discuss matters of interest, within the District's jurisdiction, which are ***not on the agenda***. For public comment on items not on the agenda, no action may be taken by the Board, except to refer the matter to staff and/or place it on a future agenda. It is in the best interest of the person speaking to the Board to be concise and to the point. ***A time limit of five minutes per individual will be allowed.*** Visitors are reminded to please refrain from making comments or talking amongst themselves while the meeting is in progress. Public comments may be made when a Discussion/Action Item is being discussed, provided the visitor raises their hand ***and*** are recognized by the President.

- F. DISCUSSION ITEM

- A) Public Relations Committee

- Discussion regarding miscellaneous public relations issues/updates to policies for Arrowbear Park County Water District to include: office hours, Facebook, Waterline, and public access.

- G. ANNOUNCEMENTS / REPORTS

- A) Committee Chair
 - B) Committee Co-Chair
 - C) Staff

The next Regular Board Meeting will be December 18, 2025 at 6:00 PM.

- H. ADJOURNMENT

Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such request to Caroline Rimmer, Board Secretary at (909) 867-2704 at least 48 hours before the meeting, if possible.

Materials related to an item on this agenda submitted to the Board of Directors after distribution of the agenda packet are available for public inspection in the District's office located at 2365 Fir Dr., Arrowbear Lake, during normal business hours.

Arrowbear Park County Water District

MEMORANDUM

Date: November 8, 2025
To: Public Relations Committee
From: Chris Dumas, General Manager
Subject: Schedule Change

PURPOSE

This memo outlines the operational need to align staff schedules across the District, the authority of the General Manager to set work schedules under District policy and Employee Handbook, the inefficiencies of our current model and the General Manager's plan to align schedules and improve overall efficiency.

This is presented for transparency and committee discussion.

BACKGROUND INFORMATION

The District currently operates under two incompatible schedules:

- Office:** 8:00 a.m. – 5:00 p.m. with a 1-hour lunch
- Field:** 7:00 a.m. – 3:00 p.m. with no lunch

This split structure has resulted in:

- Isolated office coverage, often leaving only one employee available
- Unnecessary overtime for routine tasks that would be covered by aligned staff
- Communication gaps between field and office
- Reduced redundancy and efficiency

To maintain consistent customer service, internal controls, and operational flow, all District employees must be on the same schedule.

SCHEDULING AUTHORITY

The ability to adjust staff work schedules is grounded in existing Board-approved policies and the District's adopted Employee Handbook. My intent in presenting this information is simply to clarify the policy framework under which schedule changes occur.

Employee Handbook (Revised and Approved February 2023), Page 15 – Work Hours

The Handbook establishes a standard workweek but also expressly authorizes management to modify schedules when operationally appropriate:

"Arrowbear Park County Water District follows a work schedule of 40 hours per week. The normal workweek is Monday through Friday from 7:00 AM to 4:00 PM. Your supervisor or manager may establish alternative hours."

This language makes clear that while a default schedule exists, supervisors and the General Manager are empowered to adjust employee hours to meet District needs.

District Policy 2010.40.3 – Hours of Work

District policy also explicitly acknowledges the existence of alternative work schedules, including 4/10s:

"Time worked in excess of ten (10) hours on a scheduled workday if a four (4) day, ten (10) hour per day workweek is in effect,"

This sentence confirms that the District already contemplates and permits a 4/10 schedule. It also reinforces that scheduling is an operational matter, not a benefit change, and therefore falls within management authority.

Summary

Together, the Employee Handbook and Policy 2010 reflect that:

- A 4/10 schedule is already a recognized District schedule option,
- The General Manager and supervisors have the authority to establish alternative work hours, and
- These adjustments are administrative in nature and do not alter Board-approved benefits.

My goal is to ensure transparency and to incorporate the Board's and Committee's input.

NEW SCHEDULE

My intent is to implement a 4/10 Schedule (7:00 a.m. – 5:00 p.m., Mon–Thu) starting Feb 2nd, 2025. To ensure that the proposed schedule change functions well for both customers and employees, I plan to implement the new schedule on a trial basis through June 30th. This approach allows the District to identify any unintended operational, customer service, or staffing impacts before determining whether the schedule should become permanent on July 1st, 2025.

During the trial period, staff will monitor:

- Customer access and service levels
- Response times for field operations
- Internal workflow efficiency
- Overtime patterns
- Employee well-being, workload balance, and productivity
- Any unforeseen challenges or benefits

If any significant issues arise, whether related to customer access, public perception, or internal operations, I will adjust accordingly or discontinue the pilot.

This measured approach ensures the District moves forward responsibly, transparently, and with the opportunity for course correction based in District experience.

SCHEDULE RESEARCH

The following is summarized from government, university, and nonprofit research:

Productivity Increases

Agencies typically see higher daily output because employees have longer uninterrupted work periods. Field crews complete more per shift, and administrative work suffers fewer interruptions. Studies of public works and utility divisions report 10–20% improvements in task completion. *This is particularly important for Arrowbear during pipeline and sewer repair projects.*

Overtime Decreases

A 4/10 schedule reduces end-of-day spillover overtime. Agencies commonly report 5–18% reductions in overtime because tasks are completed within the longer daily shift. *Much of Arrowbear's overtime occurs due to leaks, last Monday the crew worked 1.5 hours of OT to finish fixing a leak. There would have been no OT last Monday had we been on a 4/10 schedule.*

Customer Service Often Improves

Even with one closed weekday, customer satisfaction usually increases due to the extended daily hours. Residents benefit from early-morning and after-work availability. Longer hours improve access for those who work traditional schedules. *Under a 4/10 schedule, residents of Arrowbear would gain access to the District office during hours that were not previously available, specifically from 7:00–8:00 a.m. and again from 12:00–1:00 p.m. This expanded availability is especially beneficial for customers who work traditional schedules, as it gives them the opportunity to contact us before leaving for work or during their lunch break, times when the office is currently closed.*

Financial Impacts Are Neutral or Positive

Most agencies report no increased cost. Savings come from reduced overtime, lower turnover, fewer commutes, and more efficient task completion. The four-day work week is considered cost-neutral, frequently cost-saving, and rarely produces any additional expenses.

Employee Wellness Improves

Employees consistently report reduced stress, improved rest, and better work-life balance. These improvements lead to fewer sick days, less burnout, and stronger retention, important factors for small organizations where staffing stability matters. *My intent is to squeeze more out of our small staff, if that results in an employee benefit, I will take it.*

Overall, studies show that 4/10 schedules create operational efficiency, reduce costs, and maintain or improve customer service.

POLICY CONFLICT

The District's transition to a 4/10 work schedule will create conflicts with the Board-approved holiday policy, which currently requires that Saturday holidays be observed on Friday and Sunday holidays be observed on Monday. Under a 4/10 schedule, Fridays are non-working days, meaning several observed holidays would fall on days when staff are not scheduled to work. This results in employees receiving holiday pay on a day the District is already closed and does not provide a clear mechanism for shifting the observed holiday to a regular workday. To avoid inconsistencies in compensation and scheduling, and to align holiday observance with the new work schedule, the District will likely need to revise the holiday policy through Board action.

CONCLUSION

The 4/10 schedule will give us a real and much-needed boost in efficiency, especially with our field crew already stretched thin. Tightening up our weekly coverage and eliminating the gaps created by split schedules will help us operate smoother and more consistently. The only notable drawback is that our current holiday policy was not written with a 4/10 model in mind. Several observed holidays would land on days employees already have off, which doesn't make sense from either a fairness or budget standpoint. Because of that, we will need to bring the holiday schedule back to the Board for review, so it aligns with the new work model.