

**SPANISH FORT WATER
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**Spanish Fort Water System Regular Board Meeting
Held on 3-09-21**

Present: Doug Miles, President; Robbins Flynn, Secretary-Treasurer; Bob Robbins and Jimmy Ashcraft, Board Members.

Employees: Terry Evans, Superintendent; Jason Evans, Assistant Superintendent; Kimberly Davis

Guest: Mike McMillan, Mayor of City of Spanish Fort; Mr. & Mrs. Cox, Mr. & Mrs. Boulter, Customers; Carah Hall with McCrory and Williams

- Invocation was performed by Jimmy Ashcraft
- Introductions-Was done by Doug Miles
 - Bob Robbins-New Board Member
 - Hank Bauer-New Board Member &VP (was on the phone)
- Spanish Fort Water/City of Spanish Fort teaming effort Water Board and Mayor McMillan agreed to continue and to improve communication and supporting each other for the good of the community of Spanish Fort. The mayor updated us on his call to his contact with the city of Daphne pertaining to water supply who has contacted Terry Evans with info. Spanish Fort Water will have BOD attendance at the next City Planning Board Meeting to be more knowledgeable regarding possible future growth. Status of Loxley mutual aid connection and the progress was discussed. The possibility of building a lake was discussed for long term needs as well as the potential treatment of river water treatment.
- Approval of meeting minutes. Robbins Flynn made a motion to approve the minutes of the Regular Board Meeting held on Tuesday, February 9, 2021. Bob Robbins seconded. All board members agreed. Bob Robbins made a motion to approve the minutes of the Reorganization Meeting held on Monday, March 1, 2021. Robbins Flynn seconded. All board member agreed.

Bob Robbins made a motion to approve the minutes of the Annual Meeting held on Monday 1, 2021. Jimmy Ashcraft seconded. All board members agreed.

- Secretary/Treasurer Report/ approval Bob Robbins made a motion to approve the February financials. Robbins Flynn seconded. All board members agreed.
- Check approval process was discussed and will be reviewed.
- Audit report concern resolution was discussed and will be addressed.
- Safety Report was discussed and weekly safety meeting will be held in the future and documented.
- Monthly Field Activities Report was discussed and will be used in the future.
- Business Office Report was discussed and be provided in the future.
- Overtime Report (approval process) was discussed and will be addressed in the near future.
- Engineering Report was given verbally by Carah Hall, McCrory and Williams, and will be submitted in writing in the future.
- Lawsuit status there is no update as of this date. However, at the request of the President, Hank Bauer VP will be taking the lead with this activity and reporting regularly.
- Customer issues/Resolutions Report was discussed and will implemented to show required progress in Quality improvement in this area. Board has requested that customer phone calls be addressed and to ensure that complaints/requests for service are addressed and closed. Investigate ways to make bill payment easier for customers. Mr. Cox asked why the usage between his two meters (water and sewage) varied from time to time. Jason Evans addressed this for Mr. Cox and will make a follow up call to check meters.
- Needs List Report was discussed and will be started to show needs/action activities to take place.
- Communication was discussed and following will continue to be used or considered to be used in the future to communicate with our customer what we are doing (value adding) for them. The “neighborhood” is used by customers to air complaints regarding the Spanish Fort Water System. Board wants to be able to access the various neighborhood sites so that we may be more proactive in addressing customer complaints/issues. **The board wants better communication with customers.**

Website

Email

Text

Facebook

Phone recording

Zoom

- New team member orientation schedule was discussed and will be arranged over the next couple to weeks for the BOD members.
- Bank changes/additions will be addressed in the near future and will be led by Doug Miles.
- Schedule a meeting with attorney for lawsuit update and discussion. This will be led by Hank Bauer.
- Search for additional water suppliers was discussed and all the nearby companies will be contacted to discuss the possibility. Mayor McMillan will support this activity also. We will be looking for short term and long-term possibilities.

- Additional specific questions:

Weekly meetings with all employees was discussed and will be taking place weekly.

Safety/planning/quality was discussed and will be taking place weekly.

Resumes

Qualification/cross training was discussed and will be addressed in more detail with follow-up meetings. Doug Miles asked Bob Robbins to lead this activity with management.

Company report

Schedule & responsibility was discussed and Doug Miles asked Bob Robbins to lead this effort with management also.

Company procedures was discussed and will be reviewed by BOD for possible updates.

Cost reduction process by employees was discussed and will be led by Terry Evans with reports for such in future meetings.

Origination chart was discussed and will be provided by management with support by Bob Robbins.

- Employee training was discussed and will be discussed in more detail at future meeting.

Safety

HR

Code of conduct

First Aid

Driver safety

Sexual harassment

Succession planning was discussed and will be addressed in more detail at a later date.

Filling system was discussed and will be reviewed in detail at a later date.

Bob Robbins made a motion to adjourn at 7:03. Robbins Flynn seconded. All the board members agreed.