



**Brushy Creek MUD
Committee Operations
STANDARDS AND TOOLS**

REFERENCE GUIDE

**BRUSHY CREEK MUD
BOARD APPROVED ON APRIL 24, 2008**

DOCUMENT CHANGE LOG

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Section 1: Introduction

1.1 Committee Operations Standards and Tools *Reference Guide*

The *Committee Operations Standards and Tools Reference Guide* includes the steps, roles and responsibilities, standards, guidelines and tools to be used when orienting new Committee members, scheduling Committee meetings, leading or participating in Committee meetings, recommending action to the Board, and completing action requests or work orders within the District.

1.2 Benefits of Committee Operations Standards and Tools *Reference Guide*

The *Committee Operations Standards and Tools Reference Guide* provides common and simple processes for effective Committees.

The main goal of this reference guide is to give Committee members, board members and Staff an approach that will decrease the amount of time it takes to select and orient new, high-quality Committee members and increase the efficiency in how our Committees operate. The result will be stronger, new Committee members that possess the required core knowledge and have better long-term commitment to participating in the District's legislative process. This will drive a significant increase in our overall quality of Committees.

Some other benefits of the Reference Guide include the following:

- Maintain minimum standards for how Committees “do business” in the District.
- Gain consistency on how Committees operate to ensure great results across the District.
- Ensure our compliance with laws and regulations specific to Brushy Creek MUD Committees.

Section 2: Committee Operations Overview

2.1 Committee Operations Overview

Committee Operations includes a series of processes that should be followed in order to orient new Committee members, schedule Committee meetings, participate or lead in Committee meetings, participate fully in the District's program and activity planning, communicate effectively with other Committees and Committee members, Board members, Staff and the community, and ensure that the needs of the District are addressed and satisfied. Each process consists of steps, standards, roles and responsibilities, guidelines and tools to help not only Committee members, but also Staff and Board members.

What Is a Standard?

A standard is a technique, tool or step that has proven its value over time. It is a Committee Operations best practice. Standards are the minimum requirements of each step of each process to ensure consistency. A standard must be included or completed in the Operations.

What Is a Guideline?

Guidelines are additional techniques, tools or steps that may add value to each of the Operations processes. Circumstances should guide the inclusion of guidelines. In other words, you should always try to include/use the guidelines. However, let common sense be your guide—a guideline may not make sense or provide value in every situation.

What Is a Tool?

Tools are the forms and guides used in the completion of the steps in each operations process. They either are required by or are helpful to Committee members to successfully complete each of the Operations processes.

With few exceptions, the tools can be found on the [District's website in the form container entitled: QForms](#). For those tools not included on the website, we have provided directions on where you can get them.

Additional Resources

For those Committee and Board members who believe they would benefit from specific training or literature (articles and documents) in order to more fully participate in any one of the Committee Operations processes, Brushy Creek MUD provides the following resources which can be accessed through the [District's website in the form container entitled: QForms](#).

Training

Training Program	Location

Articles/Documents

- *Brushy Creek Municipal Utility District Community Center Advisory Committee Bylaws*
- *Brushy Creek Municipal Utility District Parks and Recreation Advisory Committee Bylaws*
- ***Brushy Creek Municipal Utility District Technology Committee Bylaws***
- *Brushy Creek Municipal Utility District Water and Wastewater Committee Bylaws*
- ***Texas Public Information Act***
- *Texas Open Meetings Act*
- *Texas Open Records Act*

2.2 Purpose of Committees

The purpose or mission of Committees is to act as a conduit to provide information and ideas from the Board to the Community and from the Community to the Board. Specifically, Committees provide ideas and community feedback. In short, Committees, in their partnership with the Staff of Brushy Creek MUD, recommend ideas or solutions and the Board decides.

To accomplish their mission, Committees are charged with the following essential functions:

1. Committees help the Board in the development of the vision for the District. They are the “eyes and ears,” so to speak, of the citizens of Brushy Creek MUD.
2. Committees **generate ideas**, identify problems and recommend solutions that, if implemented, will provide value to the District, research and provide options to

identified needs, and bridge the “expertise” gap so that the Board has in-depth valid and reliable information needed to make informed decisions.

3. Committees also appoint subcommittees, whose membership is based on interest and expertise, in order to meet goals established by the Board. Typically, subcommittees act as task forces or work groups.
4. Both Committees and their respective subcommittees serve as vehicles for citizens of Brushy Creek MUD to communicate concerns, to come together, to be involved, to share in what is happening in the District, and to monitor progress that the District has made.
5. In addition to fiscal year goals and objectives identified for each Committee, during the year, the Board of Directors may assign specific tasks to the Committees for **analysis**, feedback and recommendations.

2.3 Committee membership Selection Strategy

Brushy Creek MUD encourages its citizens to be involved in Committees, and thus be an active part of the community. Members of the Committees shall be volunteers who live within the Brushy Creek MUD boundaries or in good standing of the Community Center.

It is the intent of the BCMUD that Committees include a variety of district residents and users reflective of the diversity within the community as well as the diverse recreational interests of the community. Any person fulfilling these requirements must request appointment to the Committees, in writing, for consideration by the Board of Directors as well as sign the District’s **Code of Conduct for Committee Members**.

Committee member

A Brushy Creek MUD Committee member is an individual who has the following characteristics:

- Shares in the vision and mission of the District
- Continuously makes recommendations for the benefit of the community
- Attends Committee meetings regularly
- Comes to meetings prepared (read committee packet prior to meeting)
- Is respectful of others’ opinions and states opinions in a respectful manner
- Does not have a hidden agenda
- Participates in productive communication in and outside of meetings
- Is open to and shares innovative ideas

2.4 The Role of the Ex-officio Board Member on Committees

Each Advisory (Standing) Committee of the Brushy Creek MUD has a primary Ex-officio board member and one alternative Ex-officio Board Member. Ex-officio Board Members serve as a link between the Committees, the Staff, and the Board, and they provide pertinent information about conflicts with the BCMUD programs and/or policies and information in order to carry out committee activities.

The Ex-officio Board Member participates in agenda setting for the assigned Committee and when in attendance at Committee meetings, acts not only as representative of the Board, but also as a citizen with a vested interest in the District. It is important to understand, however, that the Ex-officio Board Member does not chair the meeting—that is the function and responsibility of the Committee's Chair.

Both the Ex-officio Board Member and the alternate Ex-officio Board Member are **non-voting members**.

The Ex-officio Board Member provides guidance to Committee members, informs and clarifies the Board's intent on issues, serves as an informal parliamentarian, an advisor, a resource to the Committee on District law and meeting rules, and a historian of the District.

The alternate Ex-officio Board Member of the assigned committee need only attend meetings in the absence of the primary Ex-officio board member.

In the event that the Ex-officio Board Member or the alternate Ex-officio Board Member of the Committee is not in attendance, it is imperative that the meeting continue under the leadership of the Committee Chair and that a Staff representative be present on the premises.

All Committee meetings are expected to end by 10:00 p.m., unless otherwise agreed to by the Ex-officio Board Member or Staff representative in attendance.

2.5 The Role of the Staff Representative Assigned to a Committee

Staff assigned to a committee serves a vital role in providing information and resources for the purpose of conducting committee business. They also serve as a link to the District citizens by providing customer service through delivery of operational and recreational services and programs. Key activities for Staff include:

- Providing pertinent information about conflicts with the BCMUD programs, **workload** and/or policies and information in order to carry out committee activities
- Providing logistical details and methods for committee business and recommendations

- Reporting progress achieved toward committee and/or Board directed goals
- Driving the projects and updating project worksheets
- Preparing committee agendas for proper posting
- Preparing and delivering committee packets

Section 3: Committee Operations Processes Overview

3.1 Committee Operations Processes Overview

Scheduling	Planning	Meeting	Review	Project Management and Recommendations (Chair, Staff, Ex-officio)	Action
Step 1: Determine dates and times for meetings	Step 1: Draft agenda	Step 1: Call the meeting to order on time and establish a quorum	Step 1: Complete Committee Report to Board and draft of Meeting minutes	Step 1: Communicate strategic direction of District	Step 1: Complete Action Request Form that identifies work issue
Step 2: Determine dates and preferred times of special and/or sub-committee meetings	Step 2: Solicit additional agenda items from Committee members and Staff	Step 2: Say the "Pledge of Allegiance to the Flag"	Step 2: Present Committee Report to Board	Step 2: Complete background research on proposed recommendations	Step 2: Submit completed Action Request Form to Brushy Creek MUD Office
Step 3: Request room or location for meetings	Step 3: Solicit packet information in support of agenda items	Step 3: Set clear expectations for seating members	Step 3: Follow-up on action items	Step 3: Draft recommendations	Step 3: Route Action Request Form to appropriate department
Step 4: Confirm meeting dates, times and locations	Step 4: Finalize agenda	Step 4: Set clear expectations and time limits for Citizen Communication	Step 4: Report status of action items to appropriate Committees	Step 4: Submit recommendations to Committee for approval	Step 4: Determine validity, scope and priority of problem to be addressed
Step 5: Post meeting schedule	Step 5: Post and deliver agenda and packets	Step 5: Use the agenda to keep the meeting moving		Step 5: Submit recommendation to Board for approval	Step 5: Assign request to Staff for resolution and completion
		Step 6: Set clear expectations for Staff reports		Step 6: Implement recommendation	Step 6: Notify requester of status of action request
		Step 7: Summarize recommendations		Step 7: Follow-up quarterly with Board and Committees on progress of recommendations	Step 7: Implement and complete solution

Scheduling	Planning	Meeting	Review	Project Management and Recommendations (<i>Chair, Staff, Ex-officio</i>)	Action
		<p>Step 8: Establish action items: who, what, when</p>		<p>Step 8: Close projects and complete Lessons Learned</p>	<p>Step 8: Notify requester of completion of request</p>
		<p>Step 9: Develop a preliminary agenda</p>			<p>Step 9: Close action request file</p>
		<p>Step 10: Close the meeting by 10:00 p.m.</p>			<p>Step 10: Review each quarter the progress of action requests with Board and Committees</p>

Section 4 – Scheduling Process

**Process Summary, Standards, Guidelines,
Responsibilities and Tools**

4.1 Formal Scheduling Process–Detail

Legend

- = Process Standard
- = Process Guideline
- ✘ = Process Tool

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
1. Determine dates and time for regular meeting	<input type="checkbox"/> In accordance with Committee bylaws, a date and time for regular and recurring meetings is identified.	✘ Brushy Creek MUD Calendar	The Chair of each Committee and the Executive Assistant are responsible for this step.
2. Determine dates and preferred times of special and/or sub-committee meetings	<input type="checkbox"/> To schedule a sub-committee meeting of the Committee, a special-called meeting of the Committee, or to change a date, time or location of a regularly-scheduled Committee meeting, the Chair of the respective Committee must determine the date, preferred times and location for the meeting. <ul style="list-style-type: none"> • The Chair may want to solicit preferences and availability from each Committee member to determine the date and time. • It is recommended that Chairs determine dates, preferred times and locations for sub-committee meetings and special-called meetings as early as possible, and to consider calendaring meetings in six month increments. <p><i>NOTE: All regularly scheduled Advisory Committee meetings will have been set and posted to the District's calendar. This process applies to new meetings or to changes in regularly scheduled meetings.</i></p>	✘ Brushy Creek MUD Calendar	The Chair of each Committee and the Executive Assistant are responsible for this step.
3. Request room or location for meetings	<input type="checkbox"/> Each Chair will contact the Executive Assistant and request rooms or locations based on the pre-determined dates and times for the meetings. <ul style="list-style-type: none"> • Contact may be by email or telephone. • The Executive Assistant will complete the Meeting Request Form. 	✘ Meeting Request Form	The Chair of each Committee and the Executive Assistant are responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
4. Confirm meeting dates, times and locations	<input type="checkbox"/> The Executive Assistant will determine what rooms or locations are available for each meeting date submitted by the Chairs of the respective Committees. Regularly scheduled meetings are determined in advance in accordance with each of the committees' bylaws and the Executive Assistant will ensure they are reserved on the Brushy Creek MUD calendar for the year. <input type="checkbox"/> If there is a conflict with room scheduling, the Executive Assistant will follow the guidelines for determining priorities when scheduling rooms or locations for meetings. <input type="checkbox"/> The Executive Assistant will confirm in writing the availability of rooms or locations for the requested meeting dates submitted by the Chairs. <input type="checkbox"/> After consulting with the appropriate Department Manager to ensure that no other options are available, the Executive Assistant will inform the respective Chairs if there are no available rooms or locations for the requested meeting dates. <input type="checkbox"/> The Chairs will need to determine optional dates and times and submit those to the Executive Assistant for scheduling, who will confirm in writing the available rooms or locations.	✘ Brushy Creek MUD Calendar	The Executive Assistant is responsible for this step.
5. Post meeting schedule	<input type="checkbox"/> After the dates, times and locations for meetings have been scheduled and confirmed, the Executive Assistant will post the schedule of meetings to the Brushy Creek MUD Calendar. <input type="checkbox"/> Meetings will be posted on the website calendar. <input type="checkbox"/> Each Chair should review the posted meeting schedule to ensure accuracy. Any discrepancies should be reported to the Executive Assistant so that they can be corrected. <ul style="list-style-type: none"> • Depending on the type or reason for meeting, meetings must be posted at the Williamson County Court House in Georgetown. In the event the meeting is not posted as a Board of Directors meeting, Staff will advise the Board of Directors and the appropriate Committee. 	✘ Brushy Creek MUD Calendar	The Chair of each Committee and the Executive Assistant are responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
	<ul style="list-style-type: none"> <li data-bbox="396 233 997 323">• The Chairs of each Committee will notify their respective members (and others, when appropriate) of the meeting schedule. 		

Section 5 – Planning Process

**Process Summary, Standards, Guidelines,
Responsibilities and Tools**

5.1 Formal Planning Process–Detail

Legend

- = Process Standard
- = Process Guideline
- ✘ = Process Tool

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
1. Draft agenda	<input type="checkbox"/> At the close of each Committee meeting, the Chairs of each Committee prepare for the next meeting by identifying the proposed agenda items drawn from the recap and summary of their respective meetings. The proposed agenda items comprise the draft agenda.	✘ Committee Meeting Agenda ✘ Meeting Agenda Template	The respective Chairs of Committees are responsible for this step.
2. Solicit additional agenda items from Committee members and Staff	<input type="checkbox"/> The Chairs will solicit agenda items from each of their respective Committee members three weeks in advance of their next scheduled Committee meeting. <ul style="list-style-type: none"> • It is preferred that each Chair solicit agenda items by email, but sometimes, that is not reasonable if Committee members do not have email access. In that case, the Chair may contact members by telephone. • When appropriate, the Ex-officio Board Members and the Staff representative assigned to the Committee should be copied on email correspondence in order to keep them abreast of Committee activities and issues. And in some situations, Staff or the Ex-officio Board Members may want to add items to the agenda. <input type="checkbox"/> Committee members are to submit their proposed agenda items to their respective Chairs no later than two weeks before their regularly scheduled Committee meeting. <input type="checkbox"/> Committee members are to indicate whether or not their agenda items are for Action from the Committee or are Information Only for the Committee. <input type="checkbox"/> Chairs will consider the agenda closed two weeks prior to their regularly scheduled Committee meeting.	✘ Brushy Creek MUD Calendar	The respective Chairs are responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
3. Solicit packet information in support of agenda items	<input type="checkbox"/> Chairs will submit their respective agendas to the Ex-officio Board members, Staff representative and the General Manager of Brushy Creek MUD for review. <input type="checkbox"/> The General Manager, in working with Staff, will determine what information needs to be included in the packets to accompany the agendas. It may be necessary to consult with the Committee Chairs and Ex-officio Board members for assistance. <input type="checkbox"/> All supporting documentation is due within one week of the agenda's finalization. Staff will prepare and coordinate all documents expected in the packets to support the agenda.	✘ Due Diligence Report Checklists	The Staff is responsible for this step.
4. Finalize agenda	<input type="checkbox"/> The Chairs will identify the expected outcomes for the agenda items. <input type="checkbox"/> The Chairs will review their respective agendas and approve them. <input type="checkbox"/> The Chairs will notify the Executive Assistant, the Staff representative and the Ex-officio Board members of their approvals for the respective agendas.		The Chairs are responsible for this step.
5. Post and deliver agenda with packets	<input type="checkbox"/> Staff will post the agenda to the Williamson County Courthouse in Georgetown and will post the agenda on the Brushy Creek MUD website. <input type="checkbox"/> Staff will deliver the agenda with packets to all Committee members and the Ex-officio Board members via email as soon as finalized. <input type="checkbox"/> For primary Committee members and Ex-officio Board members who have elected to receive paper packets, Staff will deliver them no later than the Friday before the scheduled meeting date. <input type="checkbox"/> Alternate Committee members will receive packets via email.	✘ Brushy Creek MUD Calendar	The Staff is responsible for these steps.

Section 6 – Meeting Process

**Process Summary, Standards, Guidelines,
Responsibilities and Tools**

6.1 Formal Detail

Legend

- = Process Standard
- = Process Guideline
- ✂ = Process Tool

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
1. Call the meeting to order on time and establish a quorum	<ul style="list-style-type: none"> <input type="checkbox"/> Using the agenda and meeting notice as guidelines, the Chair of each Committee will start the meeting on time as posted. <input type="checkbox"/> The Chair will call the Committee meeting to order noting the time for the minutes. <input type="checkbox"/> The Chair will establish a quorum of voting Committee members if required by Committee Bylaws. <p>If a quorum is not established, no official recommendations or actions may be taken until such time as a quorum has been established. The Committee may, however, receive information.</p> <ul style="list-style-type: none"> • There may be circumstances in which the meeting may start later than posted. In those circumstances, it is the decision of the Chair on the start time. <ul style="list-style-type: none"> <input type="checkbox"/> No meeting should start earlier than what has been posted. 	✂ Meeting Agenda	The Chairs of Committees are responsible for this step.
2. Say the "Pledge of Allegiance to the Flag"	<ul style="list-style-type: none"> <input type="checkbox"/> Each meeting of each Committee will begin with the "Pledge of Allegiance to the Flag." 	✂ "Pledge of Allegiance to the Flag"	The Chairs of Committees are responsible for this step.
3. Set clear expectations for seating members	<ul style="list-style-type: none"> <input type="checkbox"/> Chairs of Committees will explain the seating requirements for all voting members of the Committee as well as Staff from Brushy Creek MUD. • It may be necessary for the Secretary to call roll in order to identify primary and alternate members. • Staff will ensure that name place cards are available for each Committee member at all meetings. 	✂ Membership List	The Chair is responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
	<input type="checkbox"/> In order to avoid confusion, only the primary voting Committee members, Staff and Ex-officio Board members assigned to the committee may sit at the table. <input type="checkbox"/> Alternates are advised that they are not to vote if the primary Committee member is in attendance.		The Chairs of the Committees are responsible for this step.
4. Set expectations and time limits for Citizen Communication	<input type="checkbox"/> The Chair of each Committee will explain the purpose of Citizen Communication. <input type="checkbox"/> Specifically, each Chair will: 1. Remind the Committee that Citizen Communication is not a time to list action items, and 2. no citizen communication will come from Committee members. <input type="checkbox"/> Each citizen who intends to provide Citizen Communication must sign up in advance. <input type="checkbox"/> In the event that comments from Citizens Communication are not relevant to the Committee or are outside the scope of the Committee, the Chair will inform the citizen and the rest of the Committee. <ul style="list-style-type: none"> • The Chair may direct the citizen to the appropriate Committee in the event this happens. <input type="checkbox"/> All citizen comments are documented and included as part of the minutes.		The Secretaries of each of the Committees are responsible for this step.
5. Use the agenda to keep the meeting moving	<input type="checkbox"/> To keep the meeting on topic and on time, the Chair will use the agenda to stay focused. <ul style="list-style-type: none"> • It may be necessary for the Chair to review, revise and re-order the agenda topics. 	✳ Meeting Agenda	The Chairs of Committees are responsible for this step.
6. Set clear expectations for Staff reports	<input type="checkbox"/> The Chair will explain the purpose and goal of Staff reports. <input type="checkbox"/> Specifically, the Chair will require that Staff highlight the reports. <ul style="list-style-type: none"> • Staff may be given maximum time requirements for their reports. 		The Chairs of Committees are responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
7. Summarize Recommendations	<input type="checkbox"/> With a quorum of the Committee present, the Chair will conduct a formal vote of the voting Committee members for each agenda item as appropriate. <input type="checkbox"/> The Chair will summarize all of the recommendations reached by the Committee members. <input type="checkbox"/> The recommendations reached by the Committee members that require action by the Board will be noted and recorded as such.	✘ Meeting Agenda	The Chairs of Committees are responsible for this step.
8. Establish action items: who, what, when	<input type="checkbox"/> The Chair will identify any action items for the Committee members. <input type="checkbox"/> Action Items will be categorized by what action is to be taken, the Committee member responsible for taking action, a timeline by when the action will have been taken, and a timeline by when the results of the action will be reported to the Committee.		The Chairs of Committees are responsible for this step.
9. Develop a preliminary agenda	<input type="checkbox"/> Based on the summary of agreements as well as the action items, the Chair will identify a preliminary agenda for the next regularly scheduled meeting of the Committee. <input type="checkbox"/> The preliminary agenda will become the draft agenda.	✘ Meeting Agenda Template	The Chairs of Committees are responsible for this step.
10. Close the meeting	<input type="checkbox"/> The Chair will adjourn the meeting.	✘ Meeting Agenda	The Chairs of the Committees are responsible for this step.

Section 7 – Review/Post Meeting Process

**Process Summary, Standards, Guidelines,
Responsibilities and Tools**

7.1 Formal Review/Post Meeting Process–Detail

Legend

- = Process Standard
- = Process Guideline
- ✘ = Process Tool

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
1. Complete Committee Report to Board and draft of minutes from Committee meeting	<ul style="list-style-type: none"> <input type="checkbox"/> The District Staff representative assigned to each Committee will ensure that any recommendation formalized by the committee is presented in a timely manner on a future Board agenda. The Chair and ex-officio Board members will be copied on detail presented by Staff for the Board packets. <input type="checkbox"/> The Committee to Board Report is to be completed and submitted to Staff for inclusion into the Board packets within one week following the respective Committee meeting. <input type="checkbox"/> Any other relevant attachments supporting the Committee Report to the Board are to be included as well. 	✘ Committee to Board Report Template	The respective Secretary from each Committee and the Staff are responsible for these steps.
2. Present Committee Report to Board	<ul style="list-style-type: none"> <input type="checkbox"/> Following the guidelines for reports to the Board, the Chair of each Committee will orally present his/her Committee Report to the Board and respond to any questions specific to the report or supporting documents. <input type="checkbox"/> Each oral report will include not only a brief summation of items discussed by the Committee, but will also include any recommendations submitted to the Board for approval. <ul style="list-style-type: none"> • Generally, committee reports should last no longer than five minutes. • The Board may ask for additional information or due diligence before rendering a decision. If so, the Board will outline specifically the information needed before the recommendation can be brought before the Board for consideration again. 	✘ Board Meeting Agenda	The Chair and Staff are responsible for this step.
3. Follow-up on action items	<ul style="list-style-type: none"> <input type="checkbox"/> All action items will be logged and tracked. <input type="checkbox"/> The General Manager will monitor the progress of all action items to ensure follow through. These items will be tracked on the appropriate Staff reports until completed. 	✘ Tracking Tool	The General Manager is responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	
4. Report status of action items to appropriate Committees	<input type="checkbox"/> The General Manager, in working with the Managers from the different departments, will provide status reports on action items to the respective Committees and to the Board.	✘ Tracking Tool	The General Manager is responsible for this step.

Section 8 – Recommendation Process

**Process Summary, Standards, Guidelines,
Responsibilities and Tools**

8.1 Formal Recommendation Process–Detail

Legend

- = Process Standard
- = Process Guideline
- ✘ = Process Tool

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
1. Communicate strategic direction for the District (plan goals and tactics from Board)	<ul style="list-style-type: none"> <input type="checkbox"/> Following the approval of the District’s goals and tactics for the upcoming fiscal year, the Board will share its plan with all standing Committees and the Staff of Brushy Creek MUD. This will be coordinated by the Ex-officio Board members assigned to each committee. <input type="checkbox"/> The communication to Committee members will come in the form of a formal meeting preceded by email or telephone announcements of the meeting. <input type="checkbox"/> The chair of each committee will be informed of the upcoming meeting and will be responsible for including the topic on its respective agenda. <input type="checkbox"/> Staff will be informed by the General Manager of Brushy Creek MUD. <input type="checkbox"/> HOA’s will be informed about the direction by their representative on the standing committees. • All Board members may be present at the meetings that the strategic direction is shared with committees, HOA’s and the Staff. 	<ul style="list-style-type: none"> ✘ Brushy Creek MUD Strategic Plan ✘ Master Plan Documents ✘ Meeting Agenda Template 	The Ex-officio Board Member is responsible for this step.
2. Complete background research on proposed recommendations	<ul style="list-style-type: none"> <input type="checkbox"/> Based on given priorities for the goals from the Board plan, Staff will conduct and compile research for Committee members to review and consider when drafting their respective Committee recommendations in support of the goals. • Staff, in partnership with the Committees, may solicit input from the citizens of Brushy Creek MUD to gather additional data in support of proposed recommendations. • Staff may require the input of experts when researching topics in support of proposed recommendations. 	<ul style="list-style-type: none"> ✘ Brushy Creek MUD Strategic Plan ✘ Master Plan Documents ✘ Project Plan Template 	The Staff is responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
3. Draft recommendations	<input type="checkbox"/> Staff will follow the project plan template guidelines and draft project plans for each of the proposed recommendations. <input type="checkbox"/> Each project plan will include data gathered during the research process. <input type="checkbox"/> Each project plan will include budgetary requirements.	✘ Project Plan Template	The Staff is responsible for this step.
4. Submit recommendations to Committee for feedback and approval	<input type="checkbox"/> Staff will submit the draft project plan for each proposed recommendation. <input type="checkbox"/> Each project plan submitted to the Committees will be reviewed and evaluated. <ul style="list-style-type: none"> • Committees may request revisions, deletions or changes before plans (recommendations) are forwarded to the Board for approval. <input type="checkbox"/> Each project plan submitted to Committees must be approved before being submitted to the Board for its approval.	✘ Project Plan Template	Staff and the respective Committees are responsible for this step.
5. Submit recommendations to Board for approval	<input type="checkbox"/> The Board will review and evaluate each project plan submitted. <input type="checkbox"/> The Board may require additions, deletions or changes to the plan. <input type="checkbox"/> The Board, in making its decision to approve or reject the recommendation, will consider the proposed scope, timeline and budgetary requirements. <input type="checkbox"/> The Board may request presentations by Committee members, Staff or experts when reviewing and evaluating recommendations. <ul style="list-style-type: none"> • Recommendations may be approved in phases. (In those situations, the Board may require project plans to be significantly revised to narrow the scope of the recommendation to specific phases). <input type="checkbox"/> All approved recommendations will include a marketing and communications plan, and if appropriate, a training plan.	✘ Project Plan ✘ Marketing, Communications and Training Plan Template	The Board is responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
6. Implement recommendations	<input type="checkbox"/> The Staff will implement all recommendations approved by the Board. <input type="checkbox"/> The Staff, in cooperation with the Board and applicable Committee, will determine the schedule for the design, development, roll-out and implementation of all recommendations. <input type="checkbox"/> The General Manager will monitor the progress of all action items and recommendations to ensure follow-through. These items will be tracked on the appropriate Staff reports until completed.	✘ Project Plan Summary Schedule	The General Manager and Staff are responsible for this step
7. Follow-up with Board, Committees on progress of approved recommendations	<input type="checkbox"/> The General Manager and Staff will report to the Board and Committees on progress of all approved recommendations for each of the phases: design, development and implementation. <input type="checkbox"/> The reports will be a year-to-date summary of the monthly status reports The focus of the report is to identify the percentage of completion of each phase of each project, identify any concerns or issues going forward, and to identify any action that the Board or Committee needs to take to on the project. <ul style="list-style-type: none"> • Based on the results of the progress report, the Board may determine to continue or stop the project. • Groups may be asked for their feedback on any phase of the approved recommendation. 	✘ Project Plan Summary Schedule	The General Manager and the Staff are responsible for this step.
8. Close the projects and complete lessons learned	<input type="checkbox"/> Prior to closure of a project which involved a Committee, the General Manager will ensure that the status of the project is shared with the Committee for feedback and final review. <input type="checkbox"/> After it is determined that the project has been completed, Staff will solicit input from all major players in the project’s design, development, roll-out and implementation phases. <input type="checkbox"/> The purpose of the input is to identify and document lessons learned.	✘ Lessons Learned Template	The General Manager and Staff are responsible for this step

Section 9 – Action Request Process

**Process Summary, Standards, Guidelines,
Responsibilities and Tools**

9.1 Action Item Request Process–Detail

Legend

- = Process Standard
- = Process Guideline
- ✘ = Process Tool

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
1. Complete Action Request Form that identifies work issue to be performed	<input type="checkbox"/> Identification of problems or suggestions for improvement may come from citizens, Committee members, Board members or Staff. <input type="checkbox"/> All problems or suggestions for improvement must be recorded using the Action Request Form. <input type="checkbox"/> All Action Request Forms must be completed. <input type="checkbox"/> If the requester doesn't complete the form, it is the responsibility of the Staff to follow up with the requester to get the information to complete the form.	✘ Brushy Creek MUD Suggestion Box ✘ Brushy Creek MUD Action Request Form	The requester is responsible for this step.
2. Submit completed Action Request Form to Brushy Creek MUD office	<input type="checkbox"/> All Action Request Forms will be submitted to the Executive Assistant to the General Manager. <ul style="list-style-type: none"> • Forms may be hand-delivered or submitted via email. • In the event that the requester identified a problem or made a suggestion and didn't complete an Action Request Form, the Executive Assistant will make every effort to follow up with the requester to obtain the necessary information. • The Executive Assistant will log the request. 	✘ Brushy Creek MUD Action Request Form	The Executive Assistant is responsible for this step.
3. Route Action Request Form to the appropriate department	<input type="checkbox"/> The Executive Administrative Assistant will route through email the completed Action Request Form to the appropriate department for resolution. <input type="checkbox"/> The Action Request Form will be tracked from the time of its submission to notification of resolution.	✘ Tracking Tool	The Executive Assistant is responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
4. Determine validity, scope and priority of problem (or suggestion) to be addressed	<input type="checkbox"/> The Manager of the respective department receiving the Action Request Form will validate the problem or suggestion for improvement. <input type="checkbox"/> The Manager will determine the scope and priority of the problem or suggestion. Doing so may require completion of the appropriate Due Diligence Checklist. <input type="checkbox"/> If the scope and priority fall within the District and Manager’s responsibility, the Manager will move to the next step. <input type="checkbox"/> If, however, the scope and priority fall outside the Manager’s responsibility, the problem or suggestion may be referred to the General Manager for resolution or it may be referred to a Committee for review and inclusion in the Recommendation Process.	✘ Action Request Form ✘ Due Diligence Report Checklist	The Manager of the respective department is responsible for this step.
5. Assign request to Staff for resolution and completion	<input type="checkbox"/> The Manager will assign the problem or suggestion for improvement to appropriate Staff for resolution and completion. <ul style="list-style-type: none"> • As noted in Step 4, assignment is made only after the Manager has determined that the problem or suggestion falls within the scope and responsibility of his/her position. <input type="checkbox"/> Staff will complete a work schedule for problem resolution. <input type="checkbox"/> The Manager will update the status of the Action Request Form, or will notify the Executive Administrative Assistant of the status of the form.	✘ Action Request Form ✘ Tracking Tool	The Manager of the respective department is responsible for this step.
6. Notify requester of status of action request	<input type="checkbox"/> The Executive Assistant or the respective Manager will notify the requester of the status of the action request. <ul style="list-style-type: none"> • Notification may be written or oral, depending on the significance and urgency of the problem or suggestion, or on the preferred communication of the requester. 	✘ Tracking Tool	The respective Manager is responsible for this step.

STEPS	STANDARDS AND GUIDELINES	TOOLS	OWNER
7. Implement and complete solution	<input type="checkbox"/> Staff will resolve the problem or implement the suggestion for improvement. <input type="checkbox"/> Staff will notify the Manager when the problem has been resolved or the suggestion has been implemented.	✘ Work Schedule	The Staff is responsible for this step.
8. Notify requester of completion of request	<input type="checkbox"/> After the problem or suggestion for improvement has been implemented and completed, the Manager or the Executive Administrative Assistant will notify the requester of the status. <ul style="list-style-type: none"> • The appropriate Committee and its Chair may also be notified of the problem or suggestion and its resolution. Notification may depend on the significance or applicability of the problem/suggestion to the Committee. 	✘ Tracking Tool	The Manager of the respective department is responsible for this step.
9. Close action request file	<input type="checkbox"/> The Executive Assistant will close the file on the action request after being notified by the Manager that the issue has been resolved.	✘ Tracking Tool	The Executive Assistant is responsible for this step.
10. Status Report Review by the General Manager	<input type="checkbox"/> The General Manager will review a monthly status report and follow-up with department managers to ensure issues identified on the Action Request Form(s) are resolved satisfactorily.		The General Manager and Staff are responsible for this step.
11. Quarterly Ops Assessment	<input type="checkbox"/> On a quarterly basis, the General Manager will provide each committee with a report that identifies key issues that may impact ongoing or planned projects. This report will also include metrics useful to the committee and the Board for assessment and analysis purposes as related to operations and customer service. The purpose of the Quarterly Ops Assessment Report is to assist the Board, Staff, and Committees with planning, utilization of resources, and identification of changes in direction, scope, etc.		The General Manager is responsible for this step.