

MONTHLY BOARD REPORT

Administrative Services Department

September 2026 Activity Report

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At-a-Glance

4	126	99%	20.7K
PRA requests in September	Service requests generated	Backflow testing compliance	People reached on Facebook
September activities included completion of map scanning, launch of property file digitization, financial reporting and audit preparation, and customer service improvements. Staff also advanced park funding research, wildfire fuel reduction planning, professional development, and community outreach.			

Executive Activity Highlights

Records Management - Property File Digitization Kickoff

With the District’s map digitization project complete, staff met to begin planning the digitization of property files, the next large collection of District records. The meeting included a detailed review with Jen Ahlswede of file contents, permanent retention requirements, file organization, and procedures for purging eligible records.

Mary Laveroni Community Park - Research into Funding and Partnership Opportunities

Researched potential outside funding and partnership opportunities to help offset the increasing cost of operating and maintaining Mary Laveroni Community Park. Due to its location directly along Highway 120 and its significant use by travelers and tourists, the park serves not only as a community recreational facility but also as an important stopping point for the traveling public, providing public restrooms, parking, picnic areas, refuse facilities, and other amenities. Research included potential Caltrans partnership and funding opportunities, State park and infrastructure grant programs, and possible County participation related to tourism impacts. Staff also pulled historical water usage data for the park's public restrooms to help develop an approximate estimate of restroom usage and the number of park users and visitors being served. This information will help quantify the level of public use and associated costs borne by the District. This work is ongoing, and staff will continue gathering supporting data and researching potential funding and partnership opportunities.

Public Records Act Responses

The District continued to receive a steady volume of Public Records Act (PRA) requests, with four (4) requests received during September.

Staff Biographies and Certifications

Created a staff biography and certification form and coordinated the collection and updating of staff information on the District’s website. This project highlights employees’ knowledge, skills, experience, training, and certifications while helping the community understand the significant training and state-required certifications involved in operating the District’s various functions.

Staff and Board Professional Development

Continued coordinating and supporting professional development opportunities for staff and Board members. Director Turney recently attended the SDLF Leadership Academy, contributing to the District's attainment of Platinum Level District of Distinction recognition. Pete and Rachel are registered to attend the Advanced Board Secretary Conference in November and are completing several pre-registration courses.

Our new Operation Supervisor James is scheduled to attend SDRMA's Spring Education Day in March to pursue his Safety Specialist Certification. This certification will benefit the District and its constituents by helping the District qualify for SDRMA incentive points, which contribute to savings on annual insurance costs.

Broadcast Burn Project

Worked closely with CAL FIRE on the District's broadcast burn project and coordinated execution of the required burn plan agreement. Coordination with Chief Harrison will continue to establish the project timeline, with burning currently anticipated between October and March, weather permitting. The project will reduce vegetation and wildfire fuels on District properties to help protect District assets and surrounding properties from fire danger.

Board Action Reference Spreadsheet

Continued work on the Board Action Spreadsheet, with records from 2019 through the present completed. Once finalized, the spreadsheet will provide staff and future management with a centralized reference for Board actions and decisions, allowing staff to quickly identify actions taken and locate corresponding minutes, resolutions, policy changes, agreements, and supporting documentation. This resource will improve efficiency, preserve institutional knowledge, and support continuity through future staff and management transitions.

Finance Activity Highlights

Financial Reporting and Coordination

Continued working with Gravity on updates to the District's Annual Comprehensive Financial Report (ACFR) and presented quarterly financial reports at the Special Board Meeting. The financial transparency module was also updated and is current through September 15th.

Internal finance meetings included discussions of cash flow, investments, changes in sales tax laws, audit progress, and fund balances. Coordinated with Eric Spence at Mechanics Bank on the District's line of credit renewal, which is in process, and worked with the bank to increase the District's ACH debit limit.

Additional activities included responding to financial questions from the public, working with Amber to review park rental fees, water usage, and associated staff time.

Routine Financial Operations

Continued regular financial and accounting responsibilities, including general ledger and bank account reconciliations, biweekly payroll processing, and accounts payable processing. Completed quarterly federal and state payroll tax returns.

Provided refresher training to Meghan on accounts payable procedures to support backup coverage and continuity of financial operations.

Records Management

Map Digitization Project Wrap Up

Completed scanning all District maps. The electronic repository is available to all GCSD employees, with additional cleanup continuing over time.

Additional repository cleanup will continue over time, including identifying duplicate files, merging similar maps, and adding or correcting associated data. These refinements will improve organization and searchability while employees continue to access the completed electronic collection.

Original maps were organized, labeled, rolled, and placed into archival storage boxes maintained in the District's weather-tight on-site storage container. The project preserves decades of engineering history and provides staff with a searchable resource for day-to-day operations and future projects.

Property File Digitization Project

Began the next phase of the District's records digitization project, focusing on customer property files. Each parcel served by the District has an associated paper file containing grant deeds, service applications, easements, and other parcel-related documents. Approximately 30 property files have been scanned during this initial phase.

Work includes developing Laserfiche workflows to streamline file uploads, add identifying metadata, and automatically rename documents. Although the initial setup requires additional time, these workflows are expected to save hundreds of hours of manual data entry over the course of the project.

Property File Project Metric	Total / Status
Property files scanned	Approximately 30
Project hours	30+

Utility Billing and Customer Service

Meter Audits and Leak Adjustments

Completed the monthly review and audit of September meter reads, including outreach to customers with unusual or potentially high water consumption. Staff sent 15 high-usage notifications by email, in addition to phone calls and mailed correspondence as appropriate. Five leak adjustments were approved, totaling \$1,520.85 in account billing adjustments.

Utility Billing Metric	Status / Amount
Water billing total	\$527,754.51
Sewer billing total	\$325,320.26
Customer service requests generated	126
High-usage email notifications	15
Customer leak adjustments approved	5
Water gallons adjusted for customer leaks	109,910 gallons
Customer leak adjustment credits	\$1,520.85
Backflow testing compliance	99%
Notice of Lien filed	1 lien • \$1,187.50
New account transfer fees collected	\$1,012

Utility Billing Metric	Status / Amount
Final meter read fees collected	\$330
Meter turn on/off fees collected	\$152
After-hours fees collected	\$164

Billing Statement Improvements

Continued working with Metro Presort to modify the District's billing statements to include specific billing adjustment details and provide customers with clearer information about changes to their charges.

Backflow Testing

Backflow testing compliance has reached 99%, with 2 devices remaining outstanding.

Delinquent Account Collection

Filed one (1) Notice of Lien with Tuolumne County for \$1,187.50 in delinquent charges.

Lead and Copper Testing

Completed administrative tasks associated with lead and copper testing. Letters containing laboratory results were mailed to participating property owners in September.

Regular Utility Billing Activities

Completed regular Utility Billing activities, including September 1 billing, account adjustments, future billing, service transfers, and accounts receivable billing. The District currently has five active flow meter accounts. PMLA was also billed \$1,053.51 for fire-related services associated with the fireworks event.

Communications and Community Engagement

Continued expanding the District's community outreach and social media presence through educational content highlighting District operations, services, and accomplishments. September posts included the District's improved ISO rating, meter reading, the District of Distinction Award, AWS, and the completed records digitization map project. Facebook content reached approximately 20,700 people, with non-followers accounting for 69.4% of the audience. Instagram content reached approximately 1,800 people, including 1,643 non-followers, demonstrating continued outreach beyond the District's existing social media following.

Platform	Reach / Activity	Engagement / Growth
Facebook	Approximately 20,700 people reached 602 page visits	16 new followers Audience: 30.6% followers and 69.4% non-followers
Instagram	Approximately 1,800 people reached	12 new followers • 106 interactions Audience: 161 followers and 1,643 non-followers

September Social Media Highlights

Post / Reel	Facebook & Instagram Combined	Nextdoor
ISO Rating Improvement	2,793 views • 23 likes • 10 comments	14 likes • 35 comments

Post / Reel	Facebook & Instagram Combined	Nextdoor
Meter Reading with Darren	2,895 views • 49 likes • 4 comments 3 new followers	23 likes • 6 comments
District of Distinction Award	4,837 views • 37 likes • 9 comments	27 likes • 12 comments
AWS	662 views • 8 likes • 5 comments	10 likes • 8 comments

Customer Education and Information

Worked with Jen Ahlswede to create a video highlighting the completed map digitization project and the work involved in preserving and improving access to District records. Collaboration with Pete and Jenn D. also continued on an ongoing social media series highlighting the \$32 million in grant funding received by the District and the projects supported by those funds.

Work is underway with the Fire Department to develop seasonal fire safety announcements, including chimney cleaning and other prevention reminders, in recognition of National Fire Prevention Month in October.

Board Meeting Outreach and Monthly Service Highlights

Prepared updates to the District's Board meeting posts to provide information leading up to meetings and a recap following each meeting. These updates are intended to make Board activities and decisions more accessible to the community.

Development also began on a new monthly social media series highlighting District service numbers, including service requests, Fire Department calls, and water and wastewater statistics, to help the public better understand the scope of District operations.

Internal Digital Workflow Development

Created a new Laserfiche affidavit form for lost checks to support electronic submission and records management. Development is also in progress on a Laserfiche form for closing tenant accounts, continuing efforts to streamline customer service processes and maintain centralized electronic records.

Parks, Recreation and Community Events

Continued extensive coordination for the upcoming Old West Days event at Mary Laveroni Community Park, working closely with the Old West Days group to help ensure a successful event.

The Park hosted the ROOFBB Rummage Sale, followed by the annual Groveland Facelift the following weekend. Community interest in the District's Main Street banner program remains strong, with available banner space fully reserved through the end of October. Banner applications for next year are already being received and processed.