

2022 Gold Mountain Community Services District
DRAFT - General Manager Performance Evaluation

Name: Rich McLaughlin

Date of Review:

Date of Last Review: May 16, 2022

PERFORMANCE RATINGS	
Exceeds Requirements	Frequently exceeds job requirements and expectations. Makes contributions well beyond job demands. Each project or job is done thoroughly and on time. Thinks beyond details of the job, working toward the overall goals of the component.
Meets Requirements	Performance is what is expected of a fully qualified and experienced person in this position. Consistently meets performance expectations and standards. Errors are minimal and seldom repeated. Prioritizes problems and projects well.
Needs Improvement	Objectives and standards are generally met but full results are not totally achieved. Occasionally falls short of consistently meeting performance expectations. Some performance aspects were not met – needs improvement.

Strategic Objective	Goal
Operational Reliability	Ensure water and wastewater services are delivered to customers reliably while exceeding quality standards set by regulating authorities.
Fortify Wastewater Management (with priority)	
6	Implement an in-house Septic Pumping solution using a trailer mounted five-hundred-gallon tank and effluent pump and a contract for disposal.
1	Complete Leach Field Expansion project initiated in 2021/22 and Monitor for Performance
2	Reclamation Water Treatment Project (Target Groundbreaking Spring 2023): <ul style="list-style-type: none"> • Develop Plan for treatment plant • Assess impact to overall District operations • Identify funding needed and sources • Establish project plan
Fortify Water Delivery Management	
3	Complete pump station back-up generator “reliability project” using received grant dollars on time.
8	Well 29 rehab and storage tank installation to return well to service and increase water storage capacity (grant dependent).
7	Complete engineering for high elevation water tank.

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4	Continue booster station upgrades (jockey pumps, upgraded components, and in-house build pump stands).
5	Scope Water storage tank maintenance and updates.
Fortify Administrative Functions	
Establish best practices for administrative functions.	
Document processes and procedures.	
Update Admin function Job Description.	
Strategic Objective	Goal
Safeguarding Resources	Development of programs that safeguard staff, customers, and community resources, following established protocols, processes, and regulatory requirements.

Fire Protection and Emergency Response
Install Dancing Bear Fire Hydrant.
Complete HFT Phase II and Phase III as outlined. Identify, scope and implement additional HFT projects within budget.
Partner with HOA to identify and propose on-going fuel reduction activity.
Work with HOA to assess individual lots, by request, for HFT surveys and assist in identifying appropriate treatment solutions, including an online registration program like Plumas Fire Safe Council online tool, and be billed for service with their CSD account.
Manage Fire Protection and Emergency Services Contract ensuring contract objective and agreements are met. Conduct annual performance against contract review.
Operational Safety
Manage and document quarterly safety training is conducted and acknowledged by all impacted staff.
Complete semi-annual inventory of all equipment for safety standards and replace as necessary.

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Strategic Objective	Goal
Financial Stability	Ensure district can sustain current and future service delivery to Gold Mountain CSD commercial and residential customers through efficient expense management and revenue optimization.
Improve Financial Health of District	
Manage district operations at or under approved annual budget.	
Lead Rate Study Case: Research and recommend consultant for rate case, Partner with consultant to develop rate recommendations that will ensure district is collecting all revenue to sustain current and future operations.	
Fees (Prop 26) Project: <ul style="list-style-type: none">Identify activities where fees are and are not currently billed.Propose New Fee Structure to Board for ApprovalImplement Fees (Employee Training, Customer Communications, Required Postings, Billing Process, Receivable Tracking, and associated components).	
Review Staffing Plan with Executive Committee prior to budget planning, including recommendations for savings options.	
Continue to identify and apply for grants to augment revenue mix; including but not limited to: <ul style="list-style-type: none">Sierra NV Conservancy Fire Planning GrantCalFire for a Fire Prevention grant as part of Round Two fundingWell 29 Rehabilitation Grant and Water Reclamation Facility Grant with the Very Small District Drought Resilience ProgramState Water Resilience Program	
Identify revenue “leakages” with recommended implementable process fixes.	
Identify and implement continuous improvement processes for front office and field operations. Continual website enhancements, digitizing of historical documents.	

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Strategic Objective	Goal
Organizational Development	Develop people, processes, and technology so that the organization is ever improving and delivering its services consistent with “best in class” Districts.

Organizational Excellence	
Transition a new General Manager.	
Partner with Board to engage in and be awarded CSDA Transparency Challenge.	
Develop and implement Plan for Development of Management Team.	
Manage staff to achieve desired CSD board goals, policies, and objectives. Provide timely performance feedback and personnel reviews.	
Oversee field staff development ensuring proper certifications are in place and current as required.	
Implement and manage consultant contracts.	
Manage compliance with all State laws, regulatory agency requirements and mandatory reporting requirements.	
Develop a District Dashboard to track important water, sewer, and financial performance.	
Research and determine whether there is a role for SCADA solutions in the district.	
Strategic Objective	Goal
Delight the Customer	Demonstrate transparency in district business, meetings and communications and model professionalism for staff and customers as the “face” of GMCSO.
Communications, Partnerships, Protect the GMCSO Brand	

Provide excellent and reliable water, sewer and emergency response services to District customers.
Maintain and strengthen partnerships that are important to the district; EPRFPD and other fire agencies in the area including, Plumas Forestry, Beckwourth Fire, Graeagle Fire and Plumas Fire Safe Council. Embrace partnership with the City of Portola, Nakoma Community Association, established Special District organizations and vendors.

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Develop and implement Standard District communication plan and branding.
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STRATEGIC OBJECTIVE PERFORMANCE FEEDBACK:

OVERALL PERFORMANCE ASSESSMENT:

EVALUATOR COMMENTS:

EMPLOYEE COMMENTS:

Reviewer Name and Title:

Reviewer Signature and Date:

Employee Signature and Date:
