



To: Mountain Regional Water Administrative Control Board Members

From: Lisa Hoffman, Assistant General Manager

Date: August 14, 2026

Re: Communications and Human Resources Update

COMMUNICATIONS

OVERVIEW OF PAST MONTH:

- Continued drought messaging and noticing customers irrigating every day.
- Continued working on the customer data and privacy policy initiatives for the GDPR.
- Met with Summit County and Basin Rec staff to review two policy management software tools.
- Prepared the District's annual Summer Newsletter that went out in July
- Met with our new customer service representative for Everbridge

FOCUS FOR NEXT MONTH:

- Continue active drought messaging and working with high usage customers.
- Continue promoting the Landscape Lawn Exchange program
- Continue analyzing policy management software and working on privacy initiatives

HUMAN RESOURCES

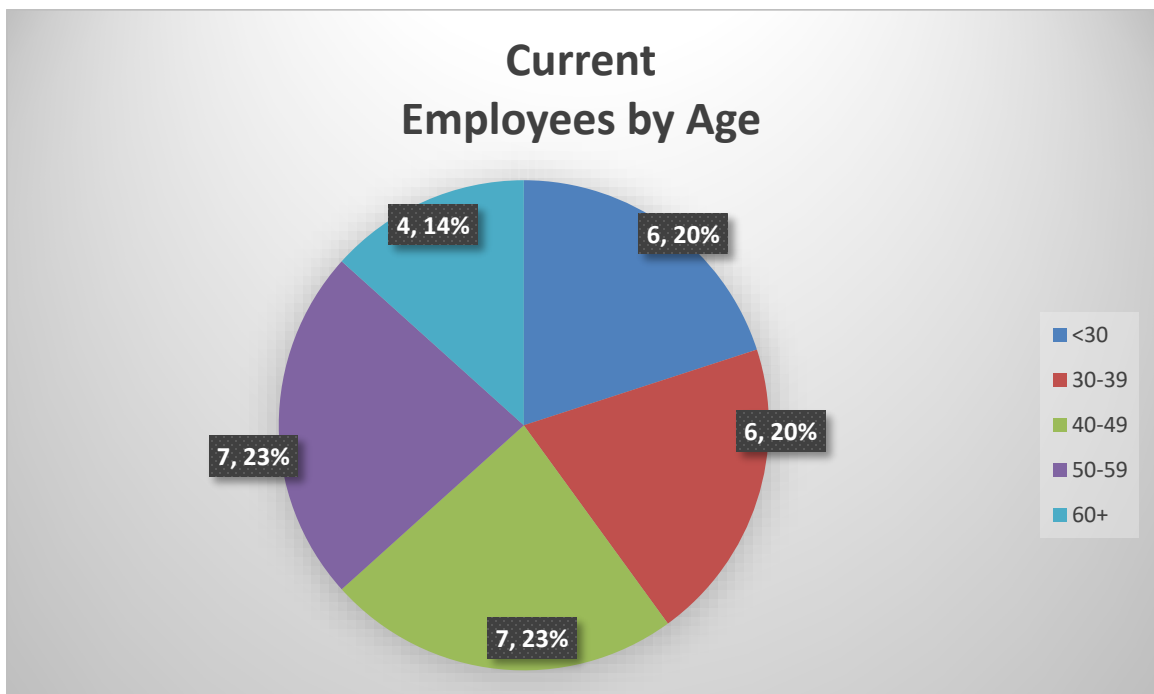
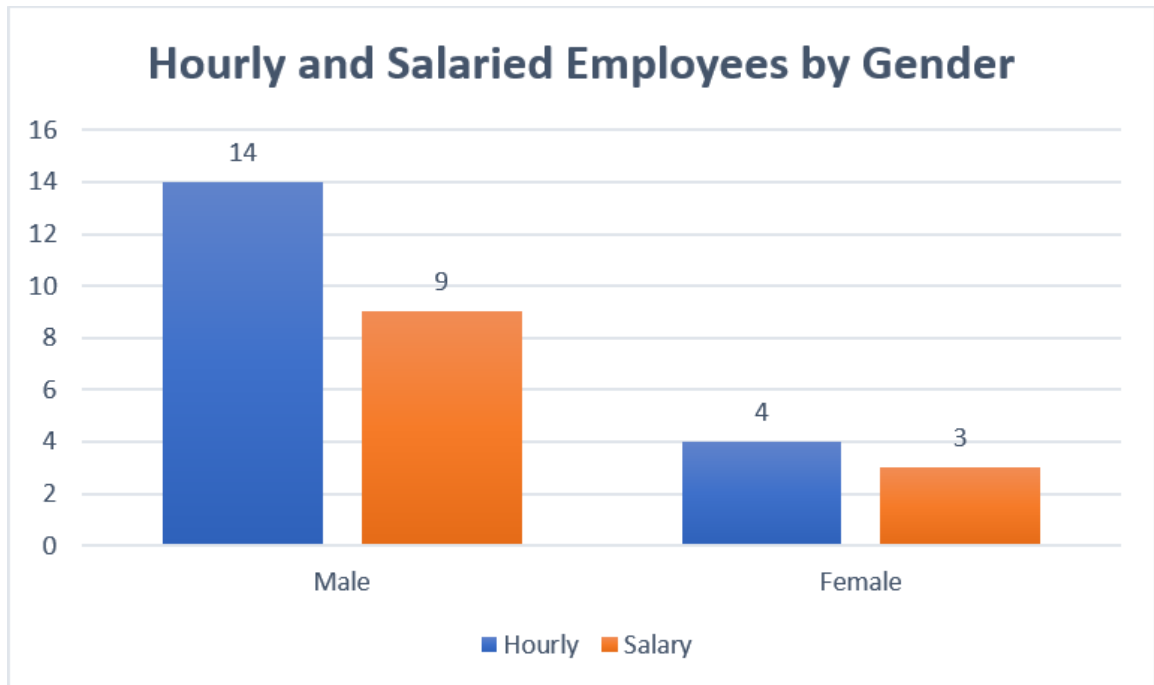
OVERVIEW OF PAST MONTH:

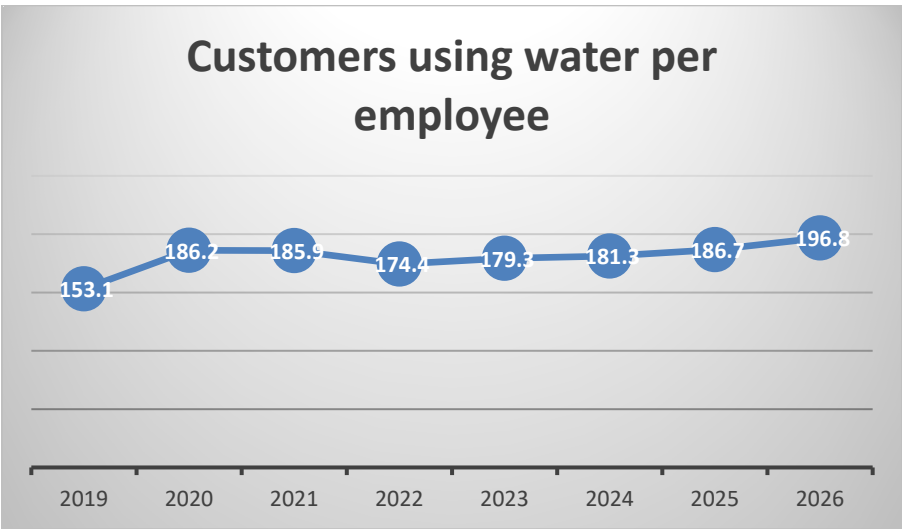
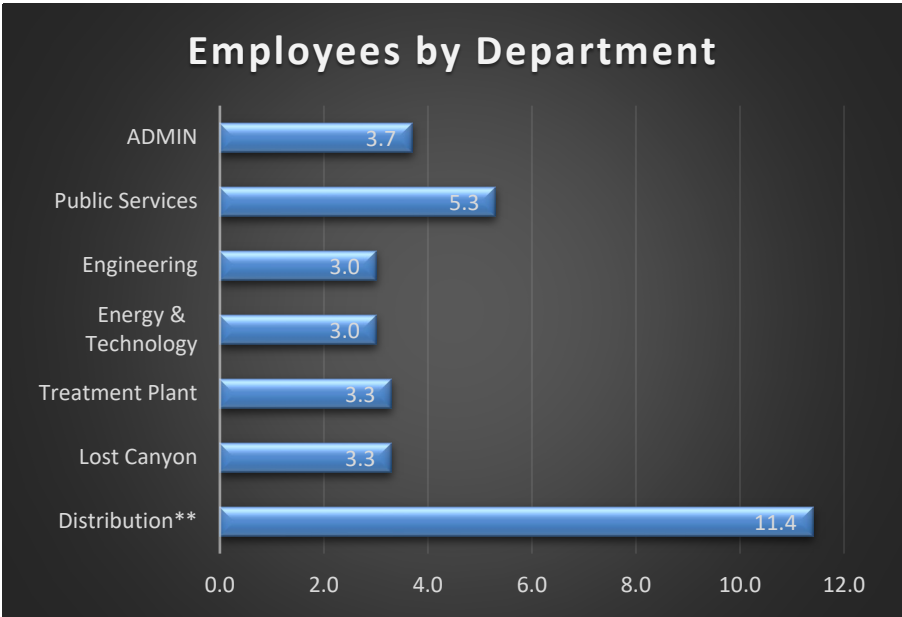
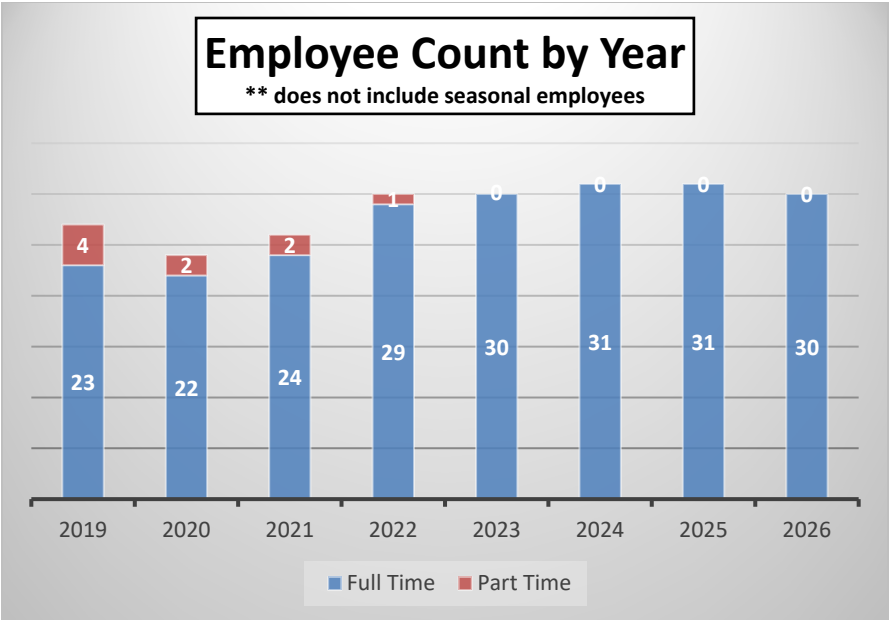
- Worked with ADP to switch from vacation/sick to PTO, effective July 1st.
- Ryan Williams, Distribution Manager, had his 25th year work anniversary on June 18th
- Brandt Judd, Treatment Manager and Richard Fairchild, Lead Distribution Technician both had their 20th work anniversary on May 15th.
- Held the annual employee BBQ on August 12th.
- Four of the seasonal employees have now completed work. Two remain working at the District until early September.
- Held our Q3 Wellness Challenge – Be Well and Wander

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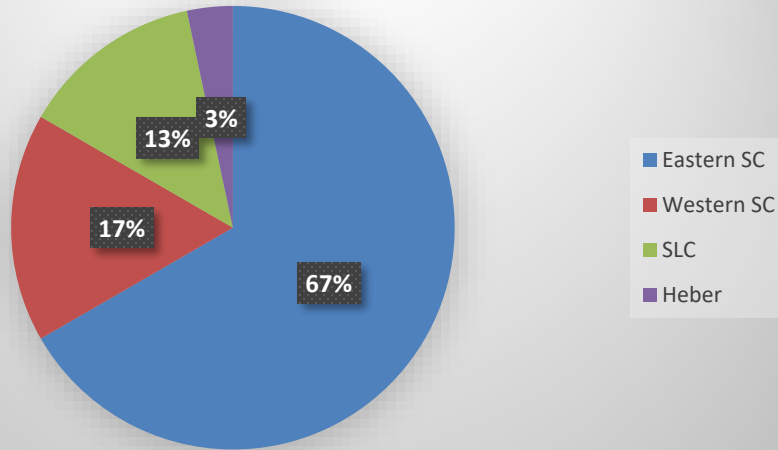
- Begin looking into a new employee review software to replace Trakstar.
- Meet with health insurance group to talk about any plan changes for 2027.
- Start preparing for 2027 Open Enrollment meetings.

On the following pages please find current District staff statistics.





Home Location of All Employees



Home Location of OPS Employees

