

GMCS D AGENDA TOPIC BRIEF

This brief is being provided to inform the board, staff and public of the details of an agenda item that requires no action from the board. The President of the Board will provide board members, staff, and the public the opportunity to ask questions about this topic when this agenda item is announced.

Date: November 6, 2024

Originator: Debbie Beever and Kim Seney

Agenda Topic Title: Communication Gaps and Improvements

Communication Gaps and Actions Taken Since Boil Water Notice

Gap Identified	Action Taken
Email Delivery issues	<ol style="list-style-type: none"> 1. Diagnosed cause of email delivery issues: <ol style="list-style-type: none"> a) Multiple email lists b) Absence of documented processes c) Outdated customer contact info 2. Consolidated email lists into 1 "Master" 3. Requested updated contact info from all customers 4. Documented Process for list management and email delivery
Staff not familiar with Website software and therefore unable to post information	<ol style="list-style-type: none"> 1. Website training scheduled 2. Website content and posting process will be added to Process doc
Opportunity to expand customer communication channels in addition to email	<ol style="list-style-type: none"> 1. Researched and established account for group text software 2. Preparing to do some testing to determine if we should add to communication channels in emergency situations 3. Created and printed door hangers that field staff will use in future
No written procedures or templates	Comprehensive Procedures have been started and will continue to evolve as activities complete