



To: Mountain Regional Water Administrative Control Board Members  
From: Lisa Hoffman, Assistant General Manager  
Date: April 10, 2026  
Re: Communications and Human Resources Update

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## COMMUNICATIONS

### OVERVIEW OF PAST MONTH:

- Summit County Council approved By-Laws and Personnel Policies as recommended by the ACB.
- Began work on the District's Rules and Regulations updates as well as Administrative Policy updates. These will be completed for the May ACB meeting.
- Continued communicating with customers on the paper bill fee of \$1.00 per statement starting 7/1/2026.
- Worked on updates to the Drought Response Plan for presentation at the April ACB meeting.
- Kicked off the annual rain barrel sales event on March 25<sup>th</sup>. 22 rain barrels purchased by MRW customers so far.
- Met with Summit County and Basin Rec regarding a policy management software that all three of our organizations could use. Demos from vendors will happen in the next two months.

### FOCUS FOR NEXT MONTH:

- Begin working on drought messaging and coordinate messaging with other water agencies.
- Begin customer education campaign for those customers who irrigated daily last summer.
- Continue promoting rain barrel sales, distribution day will be at MRW on Wednesday, May 6<sup>th</sup> from 4-6pm.
- Finalize policy updates to the Administrative Policies and Rules and Regs.
- Attend Wildfire Awareness Fair on April 25<sup>th</sup> where MRW will have a table to distribute drought and conservation messaging.
- Continue analyzing policy management software.
- Continue working on the customer data and privacy policy initiatives for the GDPR.

## HUMAN RESOURCES

### OVERVIEW OF PAST MONTH:

- Worked on recruiting for summer seasonal positions. Four candidates have been extended offers and accepted. Pending one additional hire in the coming month.
- Worked through new software implementation by Utah Retirement Systems.
- Put together a training class program for the new summer Seasonal Operators.

- Signed up for participation in “The Great Utah ShakeOut 2026” which will be held on April 16<sup>th</sup> at 10:15am to practice emergency preparedness for earthquakes, which will also include a test of our District radios and internal communication systems.

FOCUS FOR NEXT MONTH:

- Continue recruitment efforts for the District’s summer seasonal positions and onboard selected candidates.
- Continue planning efforts for the Wellness Fair to be held in Q2 2026. Also continue planning wellness events for the rest of 2026.
- Begin looking into a new employee review software to replace Trakstar.