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Agenda Item: File ID 16-891

Date: 7/28/2016 (Special Meeting)

2016 JUL 27 PM 2 08

CITY CLERK, FRESNO CA

## FRESNO CITY COUNCIL



### Supplemental Information Packet

Special Meeting Agenda Related Items – File ID 16-891

### Contents of Supplement: Revised Resolution

#### Item(s)

RESOLUTION – Requiring Documentation and Transparency for Water Quality Complaints and Reports

#### **Supplemental Information:**

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed. The Supplemental Packet is available for public inspection in the City Clerk's Office, 2600 Fresno Street, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2)). In addition, Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2600 Fresno Street. Supplemental Packets are also available on-line on the City Clerk's website.

#### **Americans with Disabilities Act (ADA):**

The meeting room is accessible to the physically disabled, and the services of a translator can be made available. Requests for additional accommodations for the disabled, sign language interpreters, assistive listening devices, or translators should be made one week prior to the meeting. Please call City Clerk's Office at 621-7650. Please keep the doorways, aisles and wheelchair seating areas open and accessible. If you need assistance with seating because of a disability, please see Security.

RECEIVED

RESOLUTION NO. \_\_\_\_\_

2016 JUL 27 PM 2:50  
RESOLUTION REQUIRING DOCUMENTATION AND  
TRANSPARENCY FOR WATER QUALITY COMPLAINTS  
AND REPORTS

CITY CLERK, FRESNO CA

WHEREAS, the City Department of Public Utilities is required to document and provide certain reports to the State of California and Federal regulatory agencies concerning water operations, quality, and customer complaints; and

WHEREAS, it has been recently found that for a period of years customer complaints may not have been properly documented and reported to the regulatory agencies as required; and

WHEREAS, the City of Fresno's Public Utilities Director has taken steps to mitigate future events such as this from occurring,

WHEREAS, City water customers and future City officials should have confidence that complaints are documented and reported, and all concerned should be informed to the extent and types of complaints being received and reported.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Fresno as follows:

1. City employees and officials having responsibility to document and provide reports to State and Federal regulatory agencies concerning City water customer complaints and water quality shall have an affirmative legal obligation to properly document all complaints received by any City employee, and then the complaints and all related water quality reports shall be timely and properly reported to the State and Federal regulatory agencies having jurisdiction.

2. The Director of Public Utilities shall be responsible to ensure the reports to the State and Federal regulatory agencies shall also be provided to the City Manager and

each Councilmember within 14 days after being provided to the regulatory agencies, and also shall be posted on the Department's website in a manner so that they can be easily found and examined by the public. Information concerning specific customer names and/or addresses shall not be made public.

3. This resolution shall take effect upon its adoption.

\* \* \* \* \*

STATE OF CALIFORNIA )  
COUNTY OF FRESNO ) ss.  
CITY OF FRESNO )

I, YVONNE SPENCE, City Clerk of the City of Fresno, certify that the foregoing resolution was adopted by the Council of the City of Fresno, at a regular meeting held on the day of \_\_\_\_\_, 2016.

AYES:  
NOES:  
ABSENT:  
ABSTAIN:

Mayor Approval: \_\_\_\_\_, 2016  
Mayor Approval/No Return: \_\_\_\_\_, 2016  
Mayor Veto: \_\_\_\_\_, 2016  
Council Override Vote: \_\_\_\_\_, 2016

YVONNE SPENCE, CMC  
City Clerk

BY: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:  
DOUGLAS T. SLOAN  
City Attorney

BY: \_\_\_\_\_  
Douglas T. Sloan  
City Attorney