



LEAGUE OF WOMEN VOTERS
OF NORTH & CENTRAL SAN MATEO COUNTY

November 4, 2018

San Mateo County Harbor District
Virginia Chang Kiraly, President, Board of Commissioners
504 Avenue Alhambra, Suite 200
El Granada, CA 94018

Dear Ms. Chang-Kiraly,

The League of Women Voters of North and Central San Mateo County has completed its review of the Harbor District with respect to access and transparency. The review assessed the following:

- Public engagement and connection with their local government
- Current strengths and/or obstacles in successfully communicating with the Harbor District to find the meeting agendas, obtain information, solve a problem, etc.
- Best practices achieved that can be shared with other public agencies
- Public's ability to help by understanding their role and becoming informed, meaningful contributors

The review was conducted by Kathy Wheeler and Diana Stevens and involved detailed inspection of the Harbor District website and understanding the SDLF transparency criteria. They also met with Steven McGrath, your general manager, to address concerns, resolve questions and agree on follow-ups.

Our Observer Corps team found the Harbor District excellent in meeting its constituent's expectations with regards to transparency and accountability. As you can see from the attached *LWV OC Harbor District Review Final* file, the City achieved a 99% rating based on the actual findings gathered from observation and documentation. The League of Women Voters congratulates the Harbor District on its excellent performance! The openness and honesty shared by your staff assured us that your approach is based on a shared governance belief with those who reside in San Mateo County. We hope that you find benefit from this report and share it with the other Harbor District commissioners and staff who have demonstrated a very inclusive leadership approach and a cohesive performance in their service to residents.

The Observer Corps members acknowledge one person in your team for his invaluable help, General Manager, Steven McGrath and his staff. He was instrumental in answering questions and sharing information contributing greatly to the findings included in the report. We kindly ask that you convey our gratitude to him and his staff.

If you have any questions about the report, please contact Kathy Wheeler, Observer Corps Team Member, at 650-823-4996 or kathy.wheeler@gmail.com. Once again, congratulations!

Sincerely,

A handwritten signature in blue ink that reads "Ann Kuchins". The signature is written in a cursive, flowing style.

Ann Kuchins
President, League of Women Voters of North and Central San Mateo County

Cc: Steve McGrath, Diana Stevens, Marie, Baldisseri, Kathy Wheeler

Enclosure

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Agency NAME: San Mateo Harbor District
Met with: Steve McGrath, General Manager
Observer NAME: Diana Stephens, Kathy Wheeler
Date: 11/4/2018 FINAL Report

	Ratings *					Notes	Agency's Response to Findings
	1	2	3	4	5		
A. Objective: ACCESS							
1. * Easy access to public meeting:							
a. Agendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
b. Minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SDLF Certification Minutes lag meetings by 2+ months Actions: 1. Move 2017 meeting minutes to archive 2. Create link on recent Board Meeting's for "Draft Minutes" to be updated to "Minutes" when fully approved	Every Board package contains minutes for the prior meetings; approval and posting may take a little longer. Will implement recommendations. Until then, we deserve a '4'
c. On-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
d. Hard copy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TBD - not discernable from website Action: 1. Make a note on website that hard copy is available at the District Office	TBD
e. Signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	TBD	Sign for offices on outside of building Meetings and Calendar posted in glass box on first floor
f. Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
g. Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
2. * Easy, accurate access to agency:							
a. Public officials' contact information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
b. Staff members' contact information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
c. Departments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
d. Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
e. Addresses/maps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No map for Oyster Point	Fixed due to our ID of the issue

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f. ADA Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>ADA compliance report done 8/2018 No plan for completion of compliance Actions: 1. Bookmarks to be inserted into the ADA report for ease of use and review 2. Discussion of creating a checklist with all of the compliance items, location in the ADA report and completion status</p>	<p>Working on it; but we have a comprehensive Transition Plan...who else has that? Think we deserve a '4'!</p> <p>Given the completeness of the ADA report, moving to a 5 with understanding that the document online be made more reader friendly and record progress</p>
e. ESL and Non English speaking accomodations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>None on website</p>	<p>Steve McGrath conceded that there is no ESL accomodation. General agreement that there should at least be some spanish language translation. Steve will look into using Google translation for the website</p>
3. * Timely responses to:							
a. Questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>TBD - not discernable from website</p>	<p>Following discussion with McGrath, we have deemed that questions are replied to promptly</p>
b. Information/support regarding agency decision and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<p>There is a link on the website for Pubic Records</p>
Comments						<p>Review all links on website to insure that they include https:// in the link</p>	
B. Objective: TRANSPARENCY							
1. * Informational materials/aids used to clarify/support actions/decisions taken are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Exceptional documentation done by McGrath</p>	
2. * Meeting agendas clearly identify actions to be taken & are posted in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Actions, TBDs need to be included in meeting minutes</p>	<p>While there is no direct feedback loop, the Activty Reports and the monthly Capital Projects Update, along with the minutes seem to me to meet the metric "...agendas clearly identify actions to be taken..." '4'?</p>
3. * Meetings are open to the public, televised, and archived on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Meeting videos should have link on Meeting page with minutes and other collaterals</p>	
4. * Language options are available to meet public needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Nothing indicated</p>	

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5. * Clear instructions on how to give in person feedback during public meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Item on agenda for public questions, but no information on how to submit questions before meeting	...but the metric states "...in person feedback during the meeting." '4'?
6. * Recording of meetings are kept as a permanent file	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Video available of meetings	The meetings are not televised, but are videotaped. There was a suggestion to create a link to the video on the meeting page along with the agenda and meeting minute links
Comments							
C. Objective: ACCOUNTABILITY							
1. * Accurate, up-to-date, complete agency directories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
2. * Timely, effortless access to public records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	Public Record link is on Home Page
3. * Compliance with applicable laws to insure public access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	SDLF Certification	
Comments							

* Rating Scale: 1 = Poor; 2 = Fair; 3 = Satisfactory; 4 = Good; 5 = Excellent

Notes: Color Coding and Other Special Nomenclature

SDLF = Special District Leadership Foundations (California Special Districts Association Certification)

Yellow highlight = Needs improvement

Blue = Quotes from Steve McGrath's feedback

Notes: All ratings are based on actual findings vs. the agency's rules/regulations, as well as State/Federal laws regarding its accessibility, transparency and accountability. Observations will be documented over a 6 month period to insure clarity of trends and operational principles.

Overall Rating (average the rating numbers above):

5

ADDITIONAL COMMENTS:	Harbor District received SDL Transparency Certification in February 2018	And General Manager has 'Special District Administrator' certification from SDLF
	All members of the board have received ethics and harrasment training	
	New Website is excellent	Thanks to Debbie Gehret, who has not made all the requested changes yet as she is at a Board Secretary training this week!

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RECOMMENDATIONS:	Review all links on website to insure that they include https:// in the link	
ADDITIONAL QUESTIONS:	Are agendas for meetings posted in public places for those without computers (library, district office, newspaper)	There is an email that goes out to a list of people (200) that alerts them to meetings, agendas, etc. McGrath to add a note on the meeting page that would allow someone to sign up for the email.
	No indication on the website or in documents of translation services; particularly, for Spanish.	Previously discussed and McGrath will follow up with a solution.
	Are translators available with advance notice?	Not currently and McGrath will follow up with discussion with the board.
	Will the harbor office provide hard copy of requested documentation free of charge?	Generally speaking, yes. The District is authorized to charge for Hard Copy, but usually does not.
	Has the district considered using Next Door to let the public know about events at the harbor?	Not practical as the Coastside and Brisbane is made of many Next Door domains.
	There appeared to be no announcement of the Candidate Forum on the website, either on the first page or on the calendar	McGrath identified this as a Big Miss (he's not alone) and will make it happen in the future.
	How can the District do a better job of making sure that the public understands who they're voting for in District elections	