

## GMCS D Board Appointment

Gordon Bennie

Questionnaire for consideration

GMCS D Board

November 3, 2021

### Questionnaire Response.

#### 1. What role(s) does Gold Mountain CSD play in the community?

Provide, water, sewer and contracted fire services to the Area known as Gold Mountain. It also play's an important stepping stone to the wider communities within the Fire-wise process, Also providing knowledge and support of current situation to the district as a whole.

#### 2. In your opinion, what are GMCS D's weaknesses, and how would you strengthen those weaknesses?

Customer Service: although not a whole weakness, improvements in contact with customers. E-payments mostly billing and online systems showing usage and history of spend etc. Improvements in Web based management tools.

Strengthen: Build out E-Commerce, offering, reduction in manual process, and procurement of services if required. IE we will always have people in the process to deal with direct customer requests.

Water Conservation: What can the consumer do? Water Education, what device(s) can we provide/advise to reduce water consumption in the home etc. Also how to use black water recover, to save resource build out on Gold Mountain.

Strengthen: Manage our existing process to become more efficient, Educate CSD people, and then the consumer and business by campaign of How to Education using Social media and E-Commerce tools to build up the story.

Fire hydrants : not much more to say here other than too few.

Strengthen: Build out program in place with key miles stone and share with the community

Water Pressure performance: Not meeting SLA's in some areas.

Strengthen: Once again use E-tools to monitor operational performance of the systems as a whole, Share the data and put improvement plans in Place based of Fact and Data.

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3. What do you feel is the most important thing the District should spend dollars on?

I have not based my response on this question on Data or Fact but my thoughts, given the limited knowable I have.

Our Customers are where this is at, in everything that we do it should be the centre key-stone and focus. The business is based around a service or services and this is where spend should be focus in the first instance, bring our back office structures into the 21st century and improve how we interact with the residential and business customers. This will enable to save in the long term operational cost and improve our visibility to the customers and the services we provide.

Security of supply and disaster recovery although hidden from consumer eyes on a day to day basis, it's the achilles heel of business, once it's down and we are not providing a service the outcome will be predictable. Spending smart here will save pain in the long term.

Fire and Water conservation It's a Hot and Cold topic, GMCSO has a limited resource within the fire districts, contacted out, or in or wherever changes happen in the next few years, the challenges will be the same People, it's not equipment, or a fire house, because these items can be obtained without any real difficulty but trained committed people to provide the service for structure fire and support is a challenge

Fire Education, land management on CSO owned land, should be a given, considering the current state of land management around us this is a no brainer, keep the site healthy and growing while maintaining control of brush and under growth/fuel ladders is a wise \$\$ spend.

Water Conservation Plays a key role in educating our customers and provides us capacity reduction measures, in output flows, thus enabling equipment to last longer. Providing a small \$\$ value and a positive side to customer service.

People GMCSO employees, health and well-being play a vital role in the business how the employees interact with the customers, how we train them, what behavior we expect from them, and the advancement of education in the job will all be good for everyone spending \$\$\$ here is a no brainer.

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4. As a member of the GMCS D board, you will be required to spend considerable time preparing for, and attending, meetings. Are you willing to devote the required time to this District?

Commitment at board level is well in my book a given, no point in applying if you cannot complete or have the ability to do so. So Yes I have the time to commit.

5. Why should we choose you?

Perhaps I should ask why do I want to?

All boards have an obligations to bring a balance , direction, guidance and governance to the business . The employees look to the board for the check and balances and the gravitas to deal with complex and sometimes difficult situations with the minimal amount of fuss.

These qualities need people who have the long standing balance, of working under pressure, understanding and determination to complete tasks, and providing a platform for the next board to flourish and grow the business.

Over the years I have developed and grown my understanding of how to, and how not too through first level management, greasy poll management (ie mid management) director level and c- level. I have worked in some of the biggest companies in the world at the time, Seagate technologies, National Semiconductor, Motorola, Benefon developing people, processes, at all levels finding that working and collaboration with teams of people who are different than me brings in a level of understand and tolerance which peculates thought everything I do. This knowledge build up over 30 years at different management levels bring experience to this roll, Its not my first board level appointment but each roll has different qualities, and hence why my experience over a wider world view will help and enable others to grow and the business to flourish.

I would be incredibly happy to part with this knowledge and give freely to others if needed or warranted, But I think in the community I live in, giving back in someway its why I would be happy to be consider for this roll.

## GMCS D Board Appointment

1. Provide a description of your educational work and/ or public service background.

Companies: Integrated power semiconductors, (IPS) Seagate semiconductors, National Semiconductor, Motorola, Sento, J&J, Benifon, Southwing, Blue Olive Technologies, Airum Technologies .

Educational background: Bsc Semiconductor Engineering Edinburgh Univ.,

Process engineering Univ. of Paisley MBA Glasgow Univ, BA Materials science Univ of Barcelona .

Engineer, Process Engineering manager, Snr manager, Director, CTO, COO and CEO

Prior: British Army Captain airborne, then Classified activity British Government and US government .

2. what do you hope to accomplish as a member of the Board of Directors?

To complete and improve GMCS D to a high standard of service for the customers.

3. What skills, abilities, and experience would you bring to the Board assist in fulfilling its responsibilities?

Please see above

4. List your involvement in activities that demonstrate your understanding and support for services in our community, such as membership on committees/ organizations, offices held, volunteer work, and community services.

I am currently the Foreperson for the Grand Jury of Plumas County 2021/22, I understand the Brown Act, penal codes relating to jury and civil actions.

5. List in order of importance, the key issues that you believe are confronting the Gold Mountain Community Services District.

Please see above.

6. Explain what you believe to be the mission of the Gold Mountain Community Services District. See above.

GMCSO Board Appointment

NAME: Gordon Bennie

AGE (optional):62

RESIDENCE ADDRESS: 390 Eagles Nest, Portola CA 96122

MAILING ADDRESS PO Box 129 ,CLIO CA 96106

PHONE (DAYTIME): 408 601 9749 PHONE (EVENING): \_\_\_\_Same\_\_\_\_\_

E-MAIL: gordonbennie59@gmail.com

ARE YOU A REGISTERED VOTER WITHIN THE DISTRICT? Yes \_\_\_\_X\_\_\_\_ No\_\_\_\_\_