Metropolitan Mosquito Control District

Executive Committee Meeting

September 27, 2023 9:15 AM

Information Packet

METROPOLITAN MOSQUITO CONTROL DISTRICT MEETING ANNOUNCEMENT

COMMITTEE: Executive Committee Meeting Metropolitan Mosquito Control District 2099 University Avenue West St. Paul, MN 55104

 DATE:
 Wednesday, September 27, 2023

 TIME:
 9:15 AM

AGENDA

- 1. Approval of Minutes for May 24, 2023, Meeting*
- 2. Intergovernmental Issues (Kim Scott)
- 3. MMCC Bylaws*
- 4. OPEB (Other Public Employment Benefit) *
- 5. Executive Director position
- 6. Executive Director's Report
- 7. Other Issues
- 8. Adjournment

* Action Requested

Commissioner Mike Gamache Commissioner Tom Workman Commissioner Liz Workman Commissioner Kevin Anderson Commissioner Rena Moran Commissioner David Beer Commissioner Fran Miron Anoka County Carver County Dakota County Hennepin County Ramsey County Scott County Washington County

Next Commission Meeting: Wednesday, October 25, 2023, 9:15 a.m. Next Executive Committee Meeting: Thursday, November 16, 2023, 9:15 a.m.

METROPOLITAN MOSQUITO CONTROL DISTRICT EXECUTIVE COMMITTEE MEETING

MINUTES MAY 24, 2023 9:15 AM

Chair Fran Miron called the meeting to order at 9:16 a.m.

Roll Call:

Commissioner Mike Gamache Commissioner Liz Workman Commissioner Rena Moran Commissioner Tom Wolf Commissioner Tom Workman Commissioner Fran Miron Anoka County Dakota County Ramsey County Scott County Carver County Washington County

Staff:

Arleen Schacht, Interim Executive Director/Business Administrator

Visitors:

Peg Larsen, RCS Consulting Kim Scott, RCS Consulting Joe Langel, MMCD Legal Counsel

Approval of March 22, 2023, Committee Meeting Minutes

Commissioner Liz Workman offered the following resolution and moved its adoption.

Resolution 1:

Resolved, that the March 22, 2023, Executive Committee Meeting minutes be approved as presented.

Commissioner Rena Moran seconded the motion, the resolution was approved unanimously.

Legislative Update

This was a successful legislative session for MMCD. At the request of the Commission, we worked to change the statute that describes the Powers and Duties of MMCD, in order to change the requirement that the MMCD Director must be an entomologist. (See Minn. Stat. § 473.704 Subd. 3). We worked with the House Chair of the State and Local Government committee early in the session to work on a strategy to incorporate change to the statute. Generally, we followed the direction of the chair, answering her questions, and following up with committee members and the Republican lead on the committee to address any concerns and secure their support.

Our lobbying efforts were aided by targeted outreach from MMCD Commissioner's, including a letter from all MMCD Commissioners to the legislature, along with outreach from a few Commissioners directly to their legislators.

The change to the statute was included in House File 1830, the omnibus State and Local Government bill. We continued to advocate for inclusion of the provision during the conference committee process and the provision was accepted by the Senate in conference committee. Ultimately, the omnibus bill was passed by bodies of the legislature in the final days of the legislative session and is scheduled to be signed into law by Governor Walz later this morning.

There was another provision that applies to MMCD that was included in the omnibus Environment bill that was passed by the legislature and signed into law. This provision will allow cities to enact prohibitions around the use of pesticides. We have seen this provision in prior sessions and have worked with the authors and committee chairs to incorporate an exception for "pesticides as used or applied by the MMCD for public health protection." Because we had done the groundwork in prior sessions to educate members about MMCD's public health mission, we did not receive opposition from the majority to retain the exception for MMCD. We recommend that MMCD Commissioners reach out to the State and Local Government conferee chairs and thank them for their work to remove the requirement for the MMCD Executive Director to be an entomologist. The conferees chairs were Rep. Klevorn and Sen. Murphy.

The legislature completed their work by the constitutional adjournment date of May 22nd, passing all the major budget bills, plus a tax bill, bonding bill, Legacy bill, paid family leave, and legalized marijuana—to name some of the notable pieces of legislation.

The 2024 session will commence February 12th.

Anoka County Lease

In February 2023 the Anoka County bond debt for the 2007 Andover facility improvements was paid in full by MMCD. On April 20, 2023, the District received termination documents, prepared by the Anoka County bond counsel, to close-out the financing transaction that was required in 2007 to build the facilities at the Anoka County location. The documents are to terminate the lease/subleases and Trustee (Wells Fargo) arrangements that were made for the financing.

The bond counsel also prepared the District a resolution for MMCD Commission approval, to terminate the documents/lease.

Joe Langel is working with Anoka County Attorney's office to get final documentation with respect to ownership of the financed improvements. The intention is to have the resolution to terminate the lease at the July 2023 commission meeting.

Executive Director Search Update

The Legislative bill that was submitted, requesting to change statutory language no longer requiring the Director to be an entomologist was approved and signed by Governor Walz on Friday May 26, 2023.

We have resumed working with Pat Melvin, with DDA Human Resources, Inc., who will begin recruiting for the Executive Director position. As the search begins the MMCC is very aware of the importance of the director to have a science and/or an Integrated Pest Control background and to continue with science-based programs.

A hiring committee was determined and will assist Mr. Melvin with the interviewing/hiring of the next Executive Director. The Commissioners that volunteered are Kevin Anderson, Rena Moran, Tom Wolf, and Mike Gamache.

We are hopeful the position will be filled by the end of the year.

2023 Plans and Initial 2024 Budget and Levy Discussion

Arleen Schacht discussed the health of the fund balance at the end of 2022, the fund balance has increased \$19M since 2017 with a fund balance of \$25M at year end 2022. With the health of the fund balance, there was further discussion about 2024 levy and budget with a few scenarios that could be considered.

One scenario is to do nothing and see what happens in 2023 and use that information as a guide for 2024, with permission to use funds from reserves if 2024 would happen to be a wet year and services exceeded the budget, and a second scenario that includes only a 2% levy increase to begin operating with a near balanced budget. Schacht stated that MMCD does not know what spending the full budget looks like because it has not been done in six years.

Further discussion included services that were reduced in 2017 have been restored and plans for service expansion have begun. 2023 operations increased the acres treated in P2 and will continue to add more if the conditions are right, and the budget can sustain it. The goal is to continue expansion over the next few years, which includes all the P2 treatment areas. Management has begun these discussions and what expansion might look like and what budget increases would be necessary in the future. Expansion also includes continuing to develop and expand the Drone program.

Commissioner Liz Workman suggested looking to decrease the fund balance, that it is good to have a healthy fund balance, but MMCD does not want to appear greedy. Discussions continued related to additional purchases of capital equipment, vehicles, and facility improvement. Commission Miron inquired if all the truck orders from 2022 had been fulfilled, Schact replied that no trucks have been received from the order placed in August 2022, Commissioner Miron asked to add this topic to the July 26 Commission meeting agenda.

Executive Director's Report

Arleen Schacht reported that the 2023 control season started off strong with the snowpack and early warm temperatures, and surveillance was showing early larval development, The first aerial *Bti* treatments to control spring *Aedes* larvae occurred on April 27, about a week earlier than 2022. Black fly treatments have begun on large rivers, water levels in small streams are too high and the treatments will not be effective, and the conditions may not be safe for employees, as the water recedes treatment will begin. As of May 24, we have treated 65,969 acres aerially with about 12,000 acres of cattail treatments ongoing. Total aerial treatments (about 77,969 acres) which is slightly higher than average of 72,726 acres.

Adjournment

Meeting adjourned at 10:30 am

METROPOLITAN MOSQUITO CONTROL COMMISSION MEETING

September 27, 2023

Requested by:

<u>Action Requested:</u> MMCD Commission Bylaw

Arleen Schacht

Background:

The Commission made the decision to submit a bill to the legislation to change statutory language removing the requirement that the Executive Director must be an entomologist, Statute § 473.704 Subd. 3. Director; to be an entomologist. The Commission recommended, to fulfill the entomologist needs of the District, amending the bylaws and include that the District would always employ at least one entomologist, as a staff member of the Technical Services Department. The recommendation was made to help pass the legislative bill, if there was any opposition or concern with amending the language.

Bylaws are adopted to govern and serve as an operational document made by the commission that can include but not limited to regulate operating procedures, specific rules on conducting business, officer processes, authority of specific groups or positions as well as staff structure requirements.

After decades of operating with no bylaws, the commission should determine if it is necessary to adopt bylaws now. Statute § 473.703 Sudb. 8. Bylaws. The commission may adopt bylaws to regulate its own proceedings. *See page 15.*

Executive Committee moves to approve MMCD Bylaws and to make a recommendation to the full Commission for approval, at the October 25 Commission Meeting.

METROPOLITAN MOSQUITO CONTROL COMMISSION MEETING

SEPTEMBER 27, 2023

Requested by:	Action Requested:
Arleen Schacht	Approve OPEB Plan Provision changes

OPEB – Other Post Employment Benefit- benefits that state and local governments give to their employees at retirement, other than their pension.

MMCD is the administrator of the OPEB Trust, the investments are managed by PERA. While the funds are irrevocable, the plan provisions can be changed as necessary.

At the Commission Meeting on October 24, 2007, the Commission resolved that all employees hired prior to January 1, 2008, would be eligible to participate in the OPEB Plan, the Commission wanted to ensure that the plan did not exclude any employees currently employed at the time. However, the plan provisions have not been changed since 2007 and as of today, only 35% of the full-time employees are eligible. (19 of 55).

The fund currently has \$5,392,378, MMCD has not made contributions to the fund in many years all increases are based on investment activity, the last fiscal year the fund saw a market gain of \$884,247, see the investment statement as of June 30, 2023, on page 7.

According to GASB 74/75, all OPEB Trust plans must have an annual, full or roll-over actuarial evaluation, which are performed by VIA Actuarial Solutions. In a recent discussion with Emily Knutson, Consulting Actuary, in preparation for the 2023 evaluation we asked about the health and future of the fund and that we were looking into making plan provision changes, that would include all current employees, and increase the monthly maximum employer contribution to not exceed \$1,000 per month, (currently \$543/month) and to also include dental and life insurance, she stated the fund is 780% overfunded and by looking at the most recent evaluation, using the standard assumptions (include mortality, retirement ages, discount rate, and medical costs), the fund is very healthy and there would be no issues with these plan provision changes. She will conduct an ad hoc evaluation based on the current employee census that will show the true impact on the fund.

We propose the 15 eligible employees are grandfathered into the plan, employed before 1/1/2008, receive 100% of the employer contribution at age 58, and to include all other current employees, (employed after 1/1/2008 but prior to 1/1/2024) receive 100% of the employer contribution, be at least 60 years of age and complete a minimum of 5 years of service. We would include in the plan document that the fund be re-evaluated at least every 2 years.

MMCD's retirement rate is very low, currently 3 retirees are participating, receiving \$543 per month.

Requires a motion for approval to move forward with the evaluation and permission to bring plan provision changes to the full Commission at the October 25, 2023, meeting for approval, changes would go into effect 1/1/2024. OPEB is a separate fund and changes will not have an impact on the MMCD budget.

OPEB TRUST INVESTMENT REPORTING FORM Metropolitan Mosquito Control District OPEB Trust FOR THE FISCAL YEAR ENDING JUNE 30, 2023

Local Government Name: Metropolitan Mosquito Control District

 Trust Administrator:
 PERA

 Trust Contact:
 Name:
 David Andrews

 Phone:
 (651)201-2648

 Email:
 david.andrews@mnpera.org

Market Value, Cash Flow, and Investment Return Data for the Fiscal Year Ending June 30, 2023:

1. Beginning Market Value	4,571,514
2. Contributions	0
3. Withdrawals	62,483
4. Interest/Dividends	0
5. Investment Market Gain (Loss)	884,247
6. Investment Management Fees	399
7. Administrative Costs	500
8. Ending Market Value	5,392,378
9. 2023 Time-Weighted Rate of Return (%)	19.53 %

METROPOLITAN MOSQUITO CONTROL COMMISSION MEETING

SEPTEMBER 27, 2023

Requested by:	Action Requested:
Arleen Schacht	Executive Director recommendation

On September 6, 2023, three candidates (2 external, 1 internal) were interviewed by 6 staff members, then 4 hiring committee members and Pat Melvin, DDA recruiter.

After all interviews were complete, the hiring committee deliberated and came up with a decision about which candidate will be offered the position of the Executive Director.

The hiring committee will make a recommendation to the Executive Committee to approve the candidate selected and for Pat Melvin to begin working on preparing a job offer/contract.

The candidate and job offer/contract will require approval of the full Commission at the October 27, 2023, Commission meeting.

To:COMMISSION MEMBERSFROM:ARLEEN SCHACHTRe:INTERIM EXECUTIVE DIRECTOR REPORTDATE:SEPTEMBER 2023

1. DIRECTOR'S INITIATIVES

We have begun working with our benefit consultants from Gallagher, in preparation for 2024 employee benefit open enrollment (end of October). Currently MMCD is with PEIP (Public Employee Insurance Plan), we are at the end of a 2-year agreement, with double digit increases the last few years we went out for bids from other providers. On Monday September 25 we are meeting with the benefit consultants to review the PEIP renewal rates and bids that were received from other providers to find the best plans that will meet the needs of our employees at a competitive rate.

Due to the issue with purchasing trucks off the state contract, we have had success finding vehicles that meet our needs at local dealership. To date, we have purchased 27 trucks, (\$1,019,296) the goal is to get back on track of the replacement schedule and to replace vehicles in the fleet with no air conditioning. These purchases bring the total number of trucks with no air conditioning from 36 to 10.

We continue to review, prioritize, and move forward with improvements that have been neglected for several years. We have received the final quotes for much needed office remodels at the Jordan and Rosemount facilities, both coming in at approximately \$121,000 each. The driveway and parking lots at both the St. Paul office and the Jordan facility are in terrible condition, both locations have scheduled them to be replaced this fall, totaling \$123,094.

Mark Smith, Technical Services Manager is currently in Ethiopia. He recently sent an email and stated; Things are good in Ethiopia, and we have had some productive meetings. Our symposia went very well, and it generated much interest. Many of the leaders are hopeful for training and educational opportunities. Mark will provide a report at the October 25 Commission meeting.

2. MOSQUITO CONTROL SERVICES

The weather has continued to be dry for the last month. As of September 14th, the sevencounty metro is in a severe drought. This has led to very low adult mosquito levels throughout the District.

Field staff are currently inspecting wetlands for *Coquillettidia perturbans* larvae, which we also refer to as the cattail mosquito. This is a mosquito that overwinters in the larval stage attached to the root of cattails. The sites are inspected in the fall and are primarily treated in late May and early June the following year. However, this year, we will be treating approximately 8,000 acres with Vectolex that can be applied this time of year to control

perturbans larvae. This will help reduce the number of acres that we'll have to treat next Spring. The *perturban* inspections will be completed by the middle of October.

The drone program for the District is continuing to be a success. The drone will be used this fall to treat some of the cattail sites with Vectolex. The sites being treated by the drone are typically treated with briquets, a more costly material. These sites are also typically some of our most difficult sites to treat by hand. Overall, the drones have treated 1,208 sites totaling 1,608 acres in 2023.

Field staff are working in a safe manner and are busy completing many tasks. As of September 15th, staff have completed the following tasks:

- Laval Inspections and Treatments
- o Inspected 11,546 air sites.
- o Treated 109,490 acres by helicopter
- o Inspected and/or treated 94,231 ground sites and structures
- o Treated over 19,000 acres by ground
- o Taken over 11,600 samples
- Adult Inspections and Treatments
- o Taken over 9,600 adult samples
- o Made 377 treatments
- o Treated 1,902 acres
- Tires, containers, and tree holes (eliminate potential vector habitat)
- Black Fly Inspections and Treatments
- o Inspected 623 locations for black flies
- o Made 121 treatments
- Customer calls
- o Received 3,014 customer calls

Field Operations Supervisors are starting to plan for fall work which entails checking and updating their field maps, reviewing inspections and treatments, and beginning to prioritize sites for 2024. They will also begin meeting as District teams to review the 2023 season and start planning for the 2024 season.

3. <u>TECHNICAL SERVICES</u>

Working with American Mosquito Control Association (AMCA) group on our educational symposium for the Pan African Mosquito Control Association (PAMCA) and meetings with Gates Foundation on supporting larval control initiatives.

Mark Smith, Technical Services Manager, will be attending the PAMCA conference in Addis Ababa, Ethiopia from September 17-22, 2023.

Technical Services team is starting to plan for the 2023-24 Technical Advisory Board (TAB) meeting and various winter meetings.

Technical Services team is reviewing office/lab space requirements and how that fits our future needs.

MOSQUITO-BORNE DISEASE

West Nile Virus

- 879 U.S. WNV cases reported to CDC
- Two Minnesota cases (Grant Co., Nicollet Co.)
- Twenty-one WNV positive asymptomatic blood donors in Minnesota (8 District residents)
- 117 WNV positive mosquito samples of 699 tested in District

La Crosse Encephalitis

- Fourteen U.S. LAC cases
- One Minnesota LAC case (Scott Co.)
- Inspections for larval habitat have resulted in the elimination of 9,236 tires, 2,324 containers, and 96 tree holes

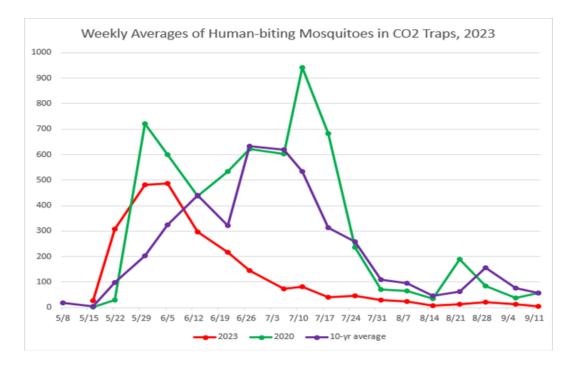
Eastern Equine Encephalitis

- Low population of vector species, Culiseta melanura, in 2023
- Collections of *Cs. melanura* have been so low in the District that no samples have been pooled for EEE testing
- Water levels in bog habitats used by *Cs. melanura* will require an extensive wet period to rebound

Jamestown Canyon Virus

- Seven JCV illnesses reported to CDC
- Zero JCV cases reported in Minnesota, four in Wisconsin
- The peak risk period for JCV infections has passed

TECH SERVICES LAB



• Adult mosquito surveillance ended the week of September 11, except for spring and early summer, mosquito abundance was well-below the 10-year average for season.

- Diann Crane, Entomologist, participated in a collaboration with the American Mosquito Control Association to develop a virtual training program for their *Best Practices for Integrated Mosquito Management*. Diann was a presenter for the Adult Surveillance module, along with Chris Fredregill from Texas. The presentation was recorded at the end of August and the final product should be online in October.
- Diann Crane and Kirk Johnson hosted students from the University of Minnesota's School of Public health on Sept 18. The focus is to give them a first-hand experience on vector-borne disease and what we do to monitor and intervene in possible disease transmission.
- As of Sept 18, we have two lab technicians, who will remain on until their end date in October. They will help us with the backlog of mosquito, nontarget invertebrate samples, and small mammal samples yet to be processed.

4. **PUBLIC AFFAIRS**

State Fair Recap

MMCD had another very successful year at the Great Minnesota Get Together. Overall State Fair attendance was down slightly from 2022, but visitors to the MMCD booth increased by

22% which says a lot about the great staff that answered questions and encouraged people to stop by.

Here are some quick numbers:

- 9,627 people stopped by the MMCD booth
- 48 teachers requested info on presentations
- 15 people requested information on employment
- 42 MMCD staff worked shifts at the Fair!

The booth was also visited by Senator Amy Klobuchar and Governor Tim Walz who both complimented MMCD's work!

MMCD in the News

There have been a few recent news stories that sum up the 2023 year for mosquitoes:

- Fox 9 Fewer mosquitoes in Minnesota this summer than in previous years
- <u>KSTP Fewer mosquitoes, more West Nile amid dry spring and summer</u>

New Videos

We have published two new videos to the MMCD website:

- How MMCD Monitors and Treats Catch Basins to Reduce Mosquito-Borne Disease
- <u>MMCD Free Tire Recycling How It Works and How to Qualify</u>
- •

5. <u>TICK-BORNE DISEASE</u>

Deer Ticks Are Out Now!

Check for ticks, especially after being out in deer tick habitat of woods and brush!

• Although we have not received any reports of adult deer ticks yet, this is the time of year they typically emerge to quest. They will stay active until temperatures remain consistently below freezing. Check for ticks after being out in their wooded habitat. Find ticks before they can attach!

Progress—tick vector field projects:

The 2023 tick surveillance began on April 24. The first round of sampling was completed on June 23 and the second round on August 24. As of September 16, sampling has been completed on 3/10 routes in our final round of sampling.

Public education efforts

Social media, tick alerts. We will inform our Facebook/Twitter/Instagram/Tik Tok followers of items of interest as they occur.

Website tick activity estimates. Our estimate of current deer tick activity levels (low, medium, high) is updated during tick questing periods on our website via the Tick Risk Meter. The meter settings are based on the dynamics of peaks in the general deer tick life cycle bell curve for Minnesota in combination with deer ticks being found on MMCD field staff. Our Tick Risk Meter is currently MEDIUM.

Distribution and/or re-stocking of brochures, tick cards and posters is ongoing.

Signage at dog parks and expansion into new areas.

Signs to remind the public of deer ticks and disease prevention measures have been posted at dog parks and additional locations throughout the metro. For various reasons some signs remain up year-round.

BYLAWS OF METROPOLITAN MOSQUITO CONTROL DISTRICT

ARTICLE I – NAME AND PURPOSE

Section 1: Name: The name of the organization shall be Metropolitan Mosquito Control District. It shall be a local government organization under the laws of the State of Minnesota.

Section 2: Purpose: The purpose of the organization: Created to control mosquitoes, disease vectoring ticks, and black gnats (Simuliidae) in the metropolitan area. The area of the district is the metropolitan area defined in Minnesota Statute section 473.121.

ARTICLE II – COMMISSION

The Metropolitan Mosquito Control Commission (MMCC), created as the governing body of the District. MMCC is governed by Minnesota Statute section 473.703 https://www.revisor.mn.gov/statutes/cite/473.703

ARTICLE III – MEETINGS

The Metropolitan Mosquito Control Commission (MMCC) conducts their meetings under Robert's Rules of Order and the majority of the voting power shall be a quorum, any motion other than adjournment shall be favored by a majority of the voting power.

Section 1 - January organizational meeting. The commission shall meet on the first Thursday after the first Monday in January of each year to select the officers of the commission and the executive committee members for the current year and to conduct such other organizational business as may be necessary.

The Metropolitan Mosquito Control District (MMCD) shall, in concert with its conduct of annual polling of its member counties to determine the specific Commissioners appointments of those counties to the Metropolitan Mosquito Control Commission (MMCC), request that each county also identify which of the appointees would be their choice as the county's Executive Committee Member.

The information will be provided to the MMCC at its annual organizational meeting, by the Business Administrator of MMCD.

Section 2 – Monthly meetings. The commission and/or the executive committee shall meet on the 4th Wednesday of each month, except for November, to be held on the 3rd Thursday and December to be held on the 3rd Wednesday. Section 3 - Truth and Taxation Meeting. The meeting scheduled for the 3rd Wednesday in December is a Truth and Taxation meeting, to be held in the evening and open to the public.

Section 4 – Special Meetings, Notice. The Chair of the Commission or Committee must deliver written notice of a special meeting to each member of the Commission or Committee personally or by mail at least twenty-four (24) hours before the time of such meeting as specified in the notice.

ARTICLE IV – COMMITTEES

Section 1 – Executive Committee. The Executive Committee is made up of three officers plus one member from each of the counties not represented by an officer. The Executive Committee is responsible for reviewing and approving fiscal procedures, proposed levy and budgets and make recommendations to the full commission for approval.

Section 2 - Officers. Commission officers shall be elected on a rotating schedule so that no commissioner holds the same office as a commissioner from their county held in the previous year and a commissioner from each county holds each office every seven years.

Section 3 – Other Committees. The commission may create ad hoc committees as needed.

ARTILCE V – DIRECTOR AND STAFF

Section 1 - Listed here. The commission shall have the powers and duties set forth in this section.

Section 2 - Control programs. It may undertake control programs in the district in accordance with expert and technical plans.

Section 3 – Entomologist. The commission must ensure that the organization employs at least one professional entomologist as part of the control program.

ARTICLE VI - AMENDMENTS

Section 1 – Amendments. These bylaws may be amended when necessary.

Certification

These bylaws were approved at a meeting of the commission on [date]

Secretary____[date]

Mission Statement

The mission of the Metropolitan Mosquito Control District is to promote health and wellbeing by protecting the public from disease and annoyance caused by mosquitoes, gnats (black flies), and ticks in an environmentally safe manner.

Vision Statement

The vision of MMCD is to be the leading mosquito abatement district in the world. The following tenets are important to MMCD as we work to be the best.

- Innovation continually developing new ideas and methods.
- Technology scientific methods put into practical use.
- Public Service providing essential services to all for the common good.
- Stewardship responsible planning and management of resources
- Partnership working with others to advance mutual interests.
- Effectiveness producing the desired and or expected results.

Value Statement

Our value statement guides us as we interact with co-workers and others. MMCD values:

- Integrity / Trust Do what is right, deliver what is promised.
- Cooperation Support each other as we work to accomplish common goals.
- Respect Treat others as you would have them treat you.
- Competence Continually strive to improve ourselves and our processes.