



*Setting standards of excellence in public service*

**MINUTES  
BEST PRACTICES WORKSHOP  
SPECIAL MEETING OF THE BOARD OF DIRECTORS  
Saturday, April 1, 2017 – 9 a.m.  
Lake Jennings Campground, 9535 Harritt Road, Lakeside, CA 92040**

1. President Scalzitti called the meeting to order at 9 a.m. The roll call showed a quorum of the board present: Directors Scalzitti, Hedberg, McMillan, Verbeke and Gracyk were present.

Staff present: Lugo and Janzen. General Counsel Elizabeth W. Hull and Consultant Michele Tamayo were also present.

Others present: No customers were present.

2. The agenda was approved unanimously.

Motion: Verbeke  
Second: Hedberg

3. President Scalzitti provided opportunity for members of the public to address the board on any item under the subject matter jurisdiction of the district. There was no one to be heard.

#### **DISCUSSION**

4. The board conducted a workshop to review best practices. General Manager Carlos V. Lugo, General Counsel Elizabeth W. Hull and Board Secretary Sandra L. Janzen were requested to leave the meeting at 9:15 a.m. and were asked to return at 10:22 a.m. The purpose of the time without staff was to promote understanding, identify priorities and build effective working relationships between the board members. Consultant Michele Tamayo facilitated the board's time together.

Once staff returned to the meeting, each board member shared their answers to the following five questions.

1. Why they chose to be a part of this board; what is important to them and why.
2. What they appreciate about the board and district staff.
3. Each board member stated their vision for the future of the district.

4. Each board member stated their key priorities.
5. Each board member stated what they want the community to say about the board.

The board also reviewed the district's mission statement, values and strategic focus areas. The board clarified that their role is to set policy, determine the direction of the district, uphold fiduciary responsibilities and manage the general manager – all in an efficient and ethical manner – by focusing on the district's purpose while remaining prepared, communicating effectively, trusting and respecting the team and working through the general manager.

The following action items were agreed upon:

- The general manager will communicate with the board regarding staff's follow-up with any customers that address the board during public comments.
- The general manager will provide more, rather than less, information to the board to ensure a thorough understanding of any issues.
- The general manager will set one-on-one meetings with board members each month; two board members may attend is appropriate or requested.
- The board and staff will check that all communication between each other is clear.
- The board will use committees to improve communication and clarify issues.
- The staff will update the board "early" on issues to ensure no surprises.
- The board will work on establishing a customer advisory committee.
- The board expressed a desire to conduct quarterly workshops to continue the teambuilding process and follow up on actions and commitments.
- The board agreed to aim high during all communication so as not to blame.
- The board agreed to bring the compensation study to a future committee meeting and potentially complete a new study.
- When using email, the board will not "reply- all."

#### ADJOURNMENT

5. President Scalzitti adjourned the meeting at 12:19 p.m.

  
Joel A. Scalzitti, President

**ATTEST:**

  
Sandra L. Janzen, Board Secretary