



Setting standards of excellence in public service

**MINUTES
COMMITTEE OF THE BOARD
REGULAR MEETING OF THE BOARD OF DIRECTORS
Wednesday, August 23, 2017 – 3 p.m.
7811 University Avenue, La Mesa, CA 91942-0427**

1. President Scalzitti called the Committee of the Board meeting to order at 3:02 p.m. The roll call showed a quorum of the board present: Directors Scalzitti, Hedberg, McMillan, Verbeke and Gracyk.

Staff present: Lugo, Miller, Tomasulo, Stoia, Janzen, Bryant, Schuff, Annett, Curtis, Garuba, Andrews, Doubrava, Lyford, Lawler, Uhrhammer and Herrera. General Counsel HongDao Nguyen was also present.

At 3 p.m. the boardroom was filled with Helix Water District employees, a retiree and family of Utility Crew Supervisor Phillip M. Sample in honor of his 15-year service award.

Others present: Probe Research Inc. Consultant Scott Mackay and Retiree Tristan Hayman.

2. Vice President Hedberg provided the invocation and led the Pledge of Allegiance.
3. There were no additions or deletions to the agenda. The agenda was approved unanimously.

Motion: Hedberg
Second: Gracyk

4. 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

5. Utility Crew Supervisor Phillip M. Sample received an award for 15 years of service with the district. He was joined by family, a retiree and employees. Construction Supervisor Michael Schuff introduced Mr. Sample; General Manager Carlos V. Lugo provided

background information; Director Verbeke presented a framed certificate. Mr. Sample introduced and thanked his family, co-workers and the board for their support.

President Scalzitti adjourned the meeting at 3:20 p.m. for service award photographs. President Scalzitti reconvened the meeting at 3:32 p.m.

6. The board received a PowerPoint presentation by Probe Research Inc. Consultant Scott Mackay and discussed the overall customer survey objectives, process and potential survey categories. There were no public comments.

The board agreed that Mr. Mackay will design a draft questionnaire for distribution to the board of directors before his next meeting with the board to discuss revisions. One hundred customers will serve as a test group prior to implementation of the full survey. Survey collection will be completed in November with a wrap up with the board in December. Vice President Hedberg suggested questions surrounding conservation, smart technology and infrastructure. President Scalzitti and Director McMillan agreed and also requested the addition of survey questions regarding Lake Jennings and the Water Conservation Garden. Director Verbeke provided the Garden-related questions covered by surrounding agencies' surveys. Director Gracyk stressed the need for actionable/tangible information from the survey, with follow through from the public affairs department and district employees' communication with customers. President Scalzitti suggested the survey take customers less than ten minutes to complete.

7. The board discussed the potential changes to the administrative manual regarding the computer system and mobile device use including the electronic communications policy post California Supreme Court unanimous ruling in the city of San Jose v. Superior Court of Santa Clara County case. There were no public comments. General Council HongDao Nguyen provided a PowerPoint presentation. Ms. Nguyen, Director of Administrative Services Lisa L. Stoa and Enterprise Architecture Manager Michael A. Herrera answered all questions. The board agreed with the suggestion to establish individual district email addresses for each board member.

President Scalzitti adjourned the meeting for a break at 5:04 p.m.
President Scalzitti reconvened the meeting at 5:10 p.m.

8. The board received an update on Assembly Bill 401 Low-Income Water Rate Assistance Program and discussed a draft letter in response. There were no public comments. The board agreed to provide any revisions for the draft letter to the board secretary by noon on Friday, August 25, 2017, and their review of the coalition information by Thursday, August 24, 2017.

ADJOURNMENT

9. President Scalzitti adjourned the meeting at 5:44 p.m.



Joel A. Scalzitti, President

ATTEST:



Sandra L. Janzen, Board Secretary