



Setting standards of excellence in public service

**MINUTES
COMMITTEE OF THE BOARD
REGULAR MEETING OF THE BOARD OF DIRECTORS
Wednesday, January 24, 2018 – 3 p.m.
7811 University Avenue, La Mesa, CA 91942-0427**

1. President Hedberg 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 Hedberg, McMillan, Scalzitti, Verbeke and Gracyk.

Staff present: Lugo, Bryant, Miller, Olney, Tomasulo, Janzen, Doubrava, Curtis, Lawler, Andrews, Lyford, Watt, Malkin and Uhrhammer.

At 3 p.m. the boardroom was filled with Helix Water District employees and friends of Engineering Manager Timothy J. Ross in honor of his 10-year service award.

Others present: Customer Thom Rosenberger, Facilitator John Gavares, Consultant Scott Mackay and San Diego Union-Tribune Reporter Karen Pearlman.

2. Director Verbeke 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: Verbeke
Second: Gracyk

4. President Hedberg provided opportunity for members of the public to address the board on any item under the subject matter jurisdiction of the district. There were no public comments.

DISCUSSION

5. Engineering Manager Timothy J. Ross received an award for 10 years of service with the district. He was joined by family and employees. Director of Engineering James A. Tomasulo introduced Mr. Ross; General Manager Carlos V. Lugo provided background

information; Vice President McMillan presented a framed certificate. Mr. Ross introduced and thanked his family, district staff, the executive team and the board for their support, work ethic and policies.

President Hedberg adjourned the meeting at 3:19 p.m. for service award photographs. President Hedberg reconvened the meeting at 3:28 p.m.

6. The board received a presentation from Probe Research Inc. Consultant Scott Mackay regarding the 2017 customer survey results. Director of Administrative Services Jennifer C. Bryant introduced Mr. Mackay. Mr. Mackay provided a PowerPoint presentation and answered all questions with the assistance of Ms. Bryant and General Manager Carlos V. Lugo. Senior Public Affairs Representative Michael J. Uhrhammer provided action items for the board's consideration. The board agreed through general consensus to: share the survey with customers through a newsletter; focus communication on topics that customers indicated they want to learn more about; conduct a 12-month water quality campaign; provide tools for customers to create an affordable water efficient landscape and continue promoting the Water Conservation Garden and Lake Jennings. All board members shared comments, questions and gratitude for a comprehensive survey. The board requested the raw data for further analysis. There were no customer comments.

Director Verbeke provided a handout of the Water Conservation Garden events and a brief grant report.

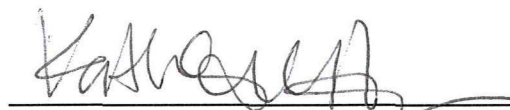
ADJOURNMENT

7. President Hedberg adjourned the meeting at 5:14 p.m.

ATTEST:



Sandra L. Janzen, Board Secretary



Kathleen Coates Hedberg, President