

**ROCKWOOD WATER P.U.D.
MINUTES, WORK SESSION OF THE BOARD
AUGUST 3, 2011
Rockwood Water Boardroom**

Board members present: Larry Dixon, Tom Lewis, Don McCarthy, Steve Okazaki, Cathi VanDamme.

Staff present: Harvey Barnes, District Manager (DM); Kerry Aden, Administrative Secretary (AS).

Guests present: None.

President Tom Lewis called the work session to order at 7 p.m.

APPROVAL OF THE AGENDA

President Lewis asked if there were any changes or additions to the agenda.

Don McCarthy moved to approve the agenda. Steve Okazaki seconded the motion. The motion was approved; none opposed.

DISCUSS DISTRICT MANAGER GOALS FOR FISCAL YEAR 2011/2012

The Board discussed potential goals for the District Manager for fiscal year 2011/2012. They are as follows:

1. Update the finance model.
2. Continue to support employees to communicate and provide feedback directly to the District Manager and Board.
3. Look for ways to use excess City of Portland water.
4. Renegotiate the District's well maintenance agreement with the City of Gresham.
5. Actively look for partnerships that reduce costs.
6. Short-term project management.
7. Explore long-term alternative power opportunities.
8. Explore property opportunities for future growth.
9. For major projects and Cleveland Pump Station and Reservoir Project: complete financing, keep Board informed, and complete projects.
10. Foster staff relations to work toward having a "relationship" with the employees instead of just a "District Manager" relationship.
11. Instruct the staff on providing consistent customer service throughout all staff levels.
12. Continue educational participation regarding "scientific" conservation issues tied to curriculum.
13. Expand on community outreach by letting our customers know who we are (i.e., a fact sheet containing information on the District's borders, District history, rate comparison to surrounding water entities, etc.).

DISCUSS OTHER DISTRICT BUSINESS

DM Barnes briefed the Board on the status of the District's bond rating. Discussion ensued.

DM Barnes reported on the plans for the Stark Street projects, the Cleveland Reservoir and Pump Station engineer Request for Proposals, and the temporary Utility Worker I position recruitment.

Cathi VanDamme reported on an email and conversation she had with District customer Paul Switzer and expressed her concern over the customer service aspect of how his issue was handled. Discussion ensued. **DM Barnes** agreed there should be a consistent message and will look into it.

NEXT MEETING

President Lewis reminded everyone the next meeting will be on Wednesday, August 24, 2011 at 7:00 p.m.

ADJOURNMENT

Cathi VanDamme moved to adjourn the meeting. **DM** seconded the motion. The motion was approved; none opposed.

The meeting was adjourned at 8:11 p.m.


Secretary