

PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

Special Meeting
Tuesday, April 17, 2018 at 10:00 a.m.
PSWID Administrative Office
6306 W Hardscrabble Rd.
Pine, AZ 85544

1. CALL TO ORDER

Bob Arbuthnot called the meeting to order at 10:00 a.m.

2. PLEDGE OF ALLEGIANCE

Led by Bob Arbuthnot

3. ROLL CALL OF BOARD MEMBERS

Conducted by Bob Arbuthnot: Board members present: Bob Arbuthnot, Tom Weeks, Forrest McCoy, Alan Kleinman, Maher Hazine, and Larry Bagshaw. A quorum was present.

6. CALL TO THE PUBLIC

None

7. NEW BUSINESS

I. **COMMUNICATE THE PURPOSE OF THE WORKSHOP TO BE CONDUCTED BY OUR OUTSIDE FACILITATOR.** Bob Arbuthnot introduced Doug Reid who was facilitating the meeting.

II. **CONDUCT PUBLIC WORKSHOP TO ESTABLISH BOARD VISION AND ROLES AND RESPONSIBILITIES.** Doug Reid. Doug followed the outline below.

- Welcome/Purpose
- It's a pretty good story that I heard! Actually, it was a pretty bad story for quite some time. Gradually, things have improved, and now on a pretty good trajectory thanks to the efforts of lots of people. So, now that it is a pretty good story and the whole idea of the day is to figure out how to keep the story going and keeping it good for lots of people for a very long time!
- Introductions & Expectations
 - Something about yourself that we wouldn't know
 - Your expectation for this meeting
- Team Challenge & Debrief—hold up against the way they work on the board

- Mission of the District—core purpose/reason for being
- What is the role of the Board?
- Keys to making the Board function at its best?
- What is the role of the District Manager?
- How best to make this relationship productive?
- Role clarity is key—I heard that roles get confused
- Long-term Vision—desired future (In 5 years, 10 years, 50, 100 years)—“Wouldn’t it be great if . . .”
- Current Reality—what is happening today?
- Strategic Pathways—what are all the challenges to overcome to get to the vision? Frame the challenges as questions—“how to” “how might” Identify top 8-10 strategic pathways.
- How to maintain momentum?

The results of the meeting are below:

Priorities (not in any particular order)

- Provide world class customer service (responsive, respectful, available, truthful, improved communication, professional, accurate billing)
- Hire, develop, and retain talented employees
- Build an internal climate of trust & collaboration
- Gain and maintain public trust
- Create an updated infrastructure
- Prepare an updated water model of the whole area so we know what water is here.
- Reduce waste to 5-10% (current state is 37%)
- Be proactive in all areas—maintenance, employee development, community relations

Additional Strategic Pathways

- How to build an asset management system?
- How might we purchase new equipment?
- How to move into each summer knowing we will have water?
- How might we acquire or build a proper field service facility?
- How to improve profitability?
- How might we find deep wells?
- How to develop and implement an asset management system?
- How might we be proactive in the way we manage our employees?

- How to develop a Communication and Public Relations Plan?
- How to obtain a property of our own that is large enough for a field/headquarters complex?
- How to fund updating our infrastructure?
- How to purchase new equipment?
- How might we utilize more community volunteers?
- How to build a world class Board?
- How to make our meetings productive?
- How to best support Cato?
- How might we better utilize our human resources?
- How to build a team with the staff?
- How to build a world-class staff?
- How to maintain momentum?
- How to provide training for the staff?
- How to find more money—post 8 million?

Role of the Board

It is the role of the board to provide the strategic direction for the organization and to support the District Manager in his management of the day-to-day operations.

Keys to the Board's success

- Communication
- Honor the Open Meeting Law
- Clearly communicate Board decisions to the District Manager
- Support the District Manager in his role
- Hold monthly study groups where we address key issues in depth.
- Hold periodic community meetings

What do we mean by world-class customer service?

- Responsive
- Respectful
- Available
- Truthful
- Polite
- Professional
- Improved Communication
- Notification
- Reach out to the public
- Provide accurate billing

10. MOTION TO ADJOURN. There was no motion to adjourn.

DRAFT