

# **SAN JUAN WATER DISTRICT**

Board of Director's Workshop Minutes

October 5, 2017 – 9:30 a.m.

## **BOARD OF DIRECTORS**

Ken Miller	President
Ted Costa	Director
Marty Hanneman	Director
Dan Rich	Director
Pam Tobin	Director

## **SAN JUAN WATER DISTRICT MANAGEMENT AND STAFF**

Paul Helliker	General Manager
Donna Silva	Director of Finance
Tony Barela	Operations Manager
Teri Grant	Board Secretary/Administrative Assistant
Lisa Brown	Customer Service Manager
George Machado	Field Services Manager
Greg Turner	Water Treatment Plant Superintendent
Rob Watson	Engineering Services Manager
Chris von Collenberg	IT Administrator
Greg Zlotnick	Water Resources Specialist

## **OTHER ATTENDEES**

Marcus Yasutake	City of Folsom
Tom Gray	Fair Oaks Water District
Joe Duran	Orange Vale Water Company
Sharon Wilcox	Orange Vale Water Company
John Wingerter	Orange Vale Water Company
Dan York	Sacramento Suburban Water District
Ellen Cross	Strategy Driver, Inc.

## **AGENDA ITEMS**

- I. Strategic Planning**
- II. Public Comment**
- III. Adjourn**

Ellen Cross, Strategy Driver, Inc., introduced herself and facilitated the meeting. All attendees introduced themselves.

President Miller had the Board Secretary administer the Oath of Office to Martin "Marty" Hanneman and welcomed Director Hanneman as the newly appointed Board member.

Mr. Paul Helliker explained that the need to complete a strategic plan is so that everyone is in alignment with the mission of the District as it sets the priorities for the District and communicates such. In addition, he mentioned that the strategic plan will bring all the other

plans together that the District has such as the financial plans, the Urban Water Management Plan, the master plans, and various other plans. He explained that the goal is to have a plan in place by December for the purpose to use for project planning in 2018.

President Miller called the meeting to order at 9:40 a.m.

**I. Strategic Planning**

Ms. Cross explained that if there are topics that are not on the agenda, then they will be placed in the *Parking Lot* for discussion at a later date. The *Parking Lot* items collected throughout the meeting are:

- Carry over from former strategic plan priorities
- Incorporate parts of the Management and Operations Issues items into the strategic plan
- Read candidate statements and see if they align against mission and vision
- Legal Counsel to review “accountability” statement in Core Values

Ms. Cross reviewed the agenda and explained that the goal of the workshop was to reaffirm the mission, the vision, and the core values of the District. In addition, she explained that the Board will review the overarching priority goals and objectives and will review the next steps.

She informed the Board that the strategic plan is for use over the next five years and, once a draft is prepared, it will be brought back to the Board for review. She explained that the strategic plan becomes the District’s dynamic roadmap and is not intended to be a static document. Mr. Helliker commented that his goal is to utilize the strategic plan when developing the budget and for use with issues brought forward to the Board. He explained that once the strategic plan is developed then each Board agenda item will identify a specific element of the strategic plan.

The Board reviewed the Mission Statement and agreed with this final version:

Our mission is to ensure the delivery of a reliable water supply of the highest quality at the lowest reasonable price.

The Board reviewed the Vision Statement and agreed with this final version:

To be a recognized industry leader in the treatment and distribution of a reliable supply of safe and clean drinking water, while protecting and retaining the District’s water rights and supply.

The Board reviewed the proposed changes to the Core Values and made some recommendations and staff will refine the changes based on the feedback received.

Ms. Cross reviewed 5 goals that were derived from the surveys which were sent to the Board and staff and the Board made some recommended revisions. In addition,

Ms. Cross reviewed the example objectives for each goal. Below are the goals that the Board reviewed and revised:

Goal 1: Optimize Operations and Delivery for High Quality and Reliable Water

Goal 2: Ensure Customer Service through Consistent Access and Timely Responsiveness

Goal 3: Ensure Water Supply Reliability

Goal 4: Operate the District Sustainably and in a Financially Sound Manner while Maintaining a Fair Rate Structure

Goal 5: Provide a Capable High Quality Work Force and Ensure a Safe Work Environment

Ms. Cross informed the Board that the feedback provided during the workshop will help develop the draft strategic plan. She explained that there will be a Board workshop to review the draft plan and a communications plan will be developed. She commented that performance metrics will need to be developed in order to evaluate the success of implementing the plan. In addition, the strategic plan will align with the financial plans.

**II. PUBLIC COMMENT**

There were no public comments.

**III. ADJOURN**

**The meeting was adjourned at 1:22 p.m.**

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KENNETH MILLER, President  
Board of Directors  
San Juan Water District

ATTEST:

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TERI GRANT, Board Secretary