



## **CALL AND NOTICE OF SPECIAL MEETING AND AGENDA**

Special Meeting of the Board of Directors  
3021 South Fullerton Road  
Rowland Heights, CA 91748

January 24, 2012 at 4:00 p.m.

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### **CALL TO ORDER**

### **PLEDGE OF ALLEGIANCE**

### **ROLL CALL OF DIRECTORS**

Anthony J. Lima, President  
Szu Pei Lu-Yang, Vice President  
Robert W. Lewis  
John Bellah  
Teresa P. Rios

### **ADDITION(S) TO THE AGENDA**

### **PUBLIC COMMENT ON AGENDA ITEMS**

*Any member of the public wishing to address the Board of Directors regarding items on the Agenda or other matters within the subject matter jurisdiction of the Board should do so at this time. The Board may allow additional input on Agenda items during the meeting. A three-minute time limit on remarks is requested.*

*Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by telephoning Nicole Palacios, Secretary to the Board at (562) 697-1726, or writing to Rowland Water District, at P.O. Box 8460, Rowland Heights, CA 91748. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included, so that District staff may discuss appropriate arrangements. Anyone requesting a disability-related accommodation should make the request with adequate time prior to the meeting in order for the District to provide the requested accommodation.*

*Materials related to an item on this Agenda submitted after distribution of the Agenda packet are available for public review at the District office, located at 3021 S. Fullerton Road, Rowland Heights, CA 91748.*

**Tab 1 ACTION ITEMS**

*This portion of the Agenda is for items where staff presentations and Board discussions are needed prior to formal Board action.*

- 1.1 Strategic Planning Workshop:** Presentation by CV Strategies on the Results of the Customer Phone Survey and Development of a Strategy Based on the Survey Results
- 1.2 General Managers Report:** Report on Settlement of Claim of Bankruptcy Trustee for Indalex Holdings Finance Incorporated

**Directors' and General Manager's Comments****Future Agenda Items****Late Business**

*No action shall be taken on any items not appearing on the posted agenda, except upon a determination by a majority of the Board that an emergency situation exists, or that the need to take action arose after the posting of the agenda.*

***Next Regular Meeting of the Board of Directors to be held February 14, 2012.***

**ADJOURNMENT**

President Anthony J. Lima, Presiding