



Minutes of the Special Meeting
of the Board of Directors of Rowland Water District

January 24, 2012 - 4:00 p.m.
Location: District Office

PLEDGE OF ALLEGIANCE

ROLL CALL OF DIRECTORS

President Anthony J. Lima
Director Robert W. Lewis
Director John Bellah
Director Teresa P. Rios

ABSENT:

Vice President Szu Pei Lu-Yang

OTHERS PRESENT:

Dr. Bill Mathis, the Mathis Group
Erin Gilhuly, CV Strategies
Cara Van Dijk, CV Strategies
George Edwardz, The Avocado Express, La Habra Heights

ROWLAND WATER DISTRICT STAFF:

Ken Deck, General Manager
Ted Carrera, Assistant General Manager
Sean Henry, Finance Officer
Rose Perea, Director of Administrative Services

ADDITION(S) TO AGENDA

None.

PUBLIC COMMENT ON AGENDA ITEMS

None.

Tab 1 - ACTION ITEMS

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
General Manager, Ken Deck, and Dr. Bill Mathis provided an overview of the District's Strategic Plan and of the District's goals for 2012 and, in particular, the District's goals with respect to customer service and its long-range customer outreach and communication plan.

Erin Gilhuly and Cara Van Dijk, of CV Strategies, presented a Power Point presentation on the results of the customer telephone survey conducted in November 2011. After a lengthy discussion with the Board, CV Strategies provided the Board with their recommendations for a comprehensive customer service communication and outreach plan.

1.2

General Manager's Report: Report on Settlement of Claim of Bankruptcy Trustee for Indalex Holdings Finance Incorporated
General Manager, Ken Deck, reported on the settlement of the claim of trustee in Bankruptcy for Indalex. The settlement provides for the District to pay the bankrupt estate \$5,000.00 and the Trustee will dismiss the claim seeking to recover an alleged preferential payment of \$11,321.87. Both parties will waive any and all claims against each other and pay their own attorneys' fees and costs. A memorandum prepared by District counsel is available for public review upon request.

Directors' and General Manager's Comments

None.

Future Agenda Items

- Discuss cancellation of the Special Board meeting scheduled for February 28, 2012.

Late Business

None.

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

A motion was made by Director Rios, seconded by Director Bellah, and unanimously carried to adjourn the meeting. The meeting was adjourned at 6:45 p.m.

ANTHONY J. LIMA
Board President

Attest: _____
KEN DECK
Board Secretary