



**MINUTES OF THE
WORKSHOP
OF
THE BOARD OF DIRECTORS
OF
THE INLAND EMPIRE UTILITIES AGENCY*
WEDNESDAY, SEPTEMBER 7, 2016
10:00 A.M.**

DIRECTORS PRESENT:

Michael Camacho, Vice President
Terry Catlin, President
Steven J. Elie, Secretary/Treasurer
Jasmin A. Hall
Paul Hofer

STAFF PRESENT:

P. Joseph Grindstaff, General Manager
Chris Berch, Executive Manager of Engineering/Assistant General Manager
Randy Lee, Executive Manager of Operations/Assistant General Manager
Christina Valencia, Chief Financial Officer/Assistant General Manager
Kathy Besser, Manager of External Affairs
Warren Green, Manager of Contracts and Facility Services
Jason Gu, Grants Officer
Sylvie Lee, Manager of Planning & Environmental Resources
Jason Marseilles, Senior Engineer
Shaun Stone, Manager of Engineering
Teresa Velarde, Manager of Internal Audit
April Woodruff, Board Secretary/Office Manager

OTHERS PRESENT:

Vivian Castro, CBWCD
Jean Cihigoyenette, JC Law Firm
Christopher Craig, Assemblymember Rodriguez' Office
Peter Kavounas, CBWM

A meeting of the Board of Directors of the Inland Empire Utilities Agency* was held at the office of the Agency, 6075 Kimball Avenue, Bldg. A., Chino, California on the above date.

President Catlin called the meeting to order at 10:00 a.m., and he led the pledge of allegiance to the flag. A quorum was present.

President Catlin stated that members of the public may address the Board. There was no one desiring to do so.

President Catlin asked if there were any changes/additions/deletions to the agenda. There were no changes/additions/deletions to the agenda.

1. WORKSHOP

IEUA BUSINESS GOALS WORKSHOP

Manager of Contracts and Facility Services Warren Green stated that the purpose of the workshop is to continue the process of the IEUA business goals updates that were initiated back in this year. He reminded the Board that back in 2011, the Agency held workshops with member agencies and the IEUA Board of Directors to establish a levels of service. In 2013, staff took the levels of service and expanded them into business goals; each business goal having an objective and a commitment. Mr. Green stated that in 2016, the Agency decided to review the business goals, and update as needed. He stated that through the review process, there were numerous workshops were conducted with the Board and management. He reported that the original workshop in January, the Board recommended some changes to the language in the objectives and commitments. He stated that with the feedback from the Board, more workshops were conducted to continue review of the business goals and objectives and commitments. At that time staff recommended combining the objective and commitment statements. Mr. Green stated that this concept is the new structure being presented to the Board at this workshop for their comments.

Mr. Green gave a PowerPoint presentation on each business goal and corresponding objective statements and the commitments. He highlighted each business goal, objective and commitment for the following; Fiscal Responsibility, Work Environment, Business Practices, Water Reliability, Wastewater Management, and Environmental Stewardship. Additionally, Mr. Green presented some of the Agency's actions, initiatives and programs that support the goals and objectives.

(Director Camacho left the meeting room at 10:15 a.m.)

(Director Camacho re-entered the meeting room at 10:18 a.m.)

Board comments:

Goals are verbose. The overall goals need to be clearly stated and easy to understand, and what follows would be the real substance of what staff would need to implement. An example noted was to eliminate specific phrases such as "...maintaining high quality credit rating...", and possibly reducing to end with "safeguarding short-term and long-term fiscal health".

There has been a big push to meet cost of service, which is important. But at the same time, it needs to be balanced with affordability.

Discussion on "affordable" water supply to Water Reliability goal.

Discussions ensued regarding other wording suggestions.

With no further business, President Catlin adjourned the meeting at 11:00 a.m.



Steven J. Elie, Secretary/Treasurer

APPROVED: SEPTEMBER 21, 2016