



# Hidden Valley Lake Community Services District

## Special Meeting Strategic Planning Workshop

DATE: March 30, 2013  
TIME: 8:00 a.m.  
PLACE: Hidden Valley Lake CSD  
Administration Office, Boardroom  
19400 Hartmann Road  
Hidden Valley Lake, CA

1) CALL TO ORDER:

Special meeting of the Hidden Valley Lake Community Services District called to order on March 30, 2013 at the hour of 8:00 a.m. by Director Mirbegan at 19400 Hartmann Road, Hidden Valley Lake, California.

2) PLEDGE OF ALLEGIANCE:

3) ROLL CALL:

Present – Directors Freeman, Graham, Herndon, Lieberman and Mirbegan. Also present: Michael Wright, The Results Group, and Roland Sanford, General Manager.

4) APPROVAL OF AGENDA:

Director Lieberman moved, Director Graham seconded to approve the March 30, 2013 agenda.

Motion approved by unanimous vote.

5) RECAP OF MARCH 23, 2013 STRATEGIC PLANNING WORKSHOP

Mr. Wright, from the Results Group, summarized the items discussed and key outcomes of the March 23, 2013 Strategic Planning Workshop.

6) STRATEGIC DIRECTION DISCUSSION – See attached HVLCSO Board Planning Session 2: Notes

- a) Analysis of strengths, weaknesses, opportunities and challenges
- b) Formulation of strategic goals
- c) Identification of strategies

7) PUBLIC COMMENT

There were none.

8) ADJOURNMENT:

The meeting was adjourned at 11:00 a.m. on motion by Director Lieberman, seconded by Director Herndon, and unanimously carried.

*Judy Mirbegan* 04-16-13

*[Signature]* 4-16-13

## HVLCSD Board Planning Session 2: Notes

### GOALS

The District will continue to deliver the highest quality water and wastewater services.

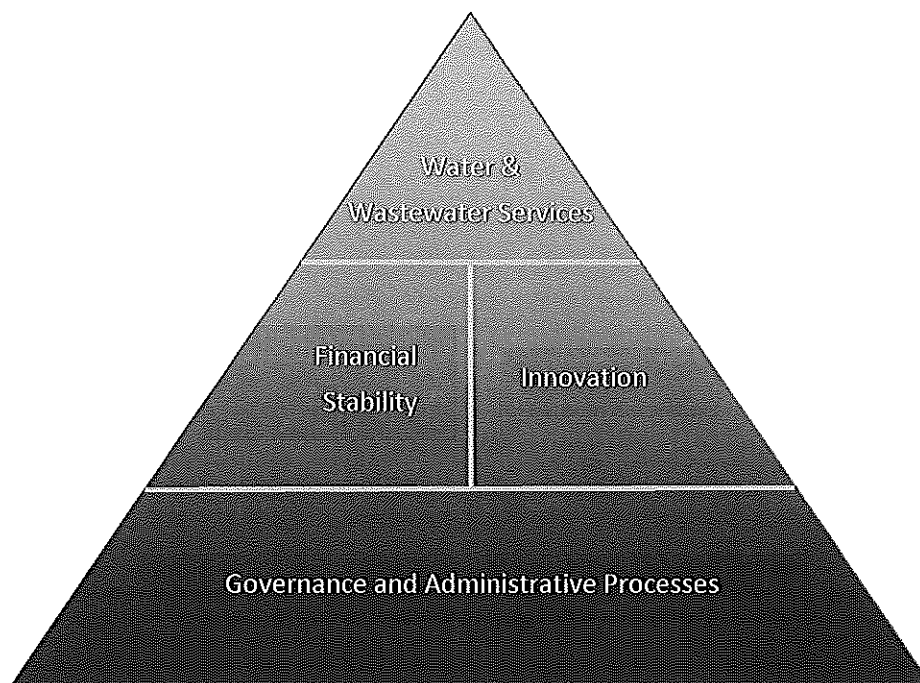
The District will maintain financial stability and equitable rates.

The District will innovate to maximize value to the community.

The District will continuously improve its governance and administrative processes to promote efficiency, transparency and customer service.

### How the Goals Interact

As shown in the following graphic, the primary goal is to provide the highest quality water and wastewater services to our customers. In the next tier, we are committed to doing so in a manner that maintains the financial stability of the District and its equitable rates, as well as continuing to innovate to maximize our value to the community. All of this is based on a solid organizational foundation of good governance and efficient administrative processes.



## **Some Initial Ideas re: Strategies**

[NOTE: The following were brainstormed by the Board as possible strategies under each goal. It is understood that the General Manager and District staff will develop strategies and specific action steps over the coming weeks).

### **GOAL: The District will continue to deliver the highest quality water and wastewater services.**

- a. Water purity – upgrade to meet standards (Hex6, etc.)
- b. Maintenance
- c. Infrastructure replacement and capital improvement
- d. Water supply
- e. Sphere of influence
- f. Capacity to support future development

### **GOAL: The District will maintain financial stability and equitable rates.**

- a. Prudent reserves
- g. Rates
- h. Fixed Assets
- i. Ability to track financial data; monitor and project trends
- j. Balanced budget
- k. Grants and fund development

### **GOAL: The District will innovate to maximize value to the community.**

- a. Revenue generation
  - i. Lab
  - ii. Rainwater
  - iii. Solar
  - iv. Energy
  - v. ISP
- b. Use of sludge etc.
- c. Water conservation
- d. Partnerships and strategic alliances

### **GOAL: The District will continuously improve its governance and administrative process to promote efficiency, transparency and customer service.**

- a. Policies and procedures
- b. Regulatory compliance and advocacy
- c. Data-driven decision making
- d. Utilizing staff capabilities
- e. Communication and public awareness
- f. Governance processes
- g. Communication and public awareness
- h. Partnerships and strategic alliances