



10602 S.E. 129th Avenue
Happy Valley, OR 97086
PHONE: (503) 761-0220
FAX: (503) 761-7406

MINUTES

A Regular meeting of the Sunrise Water Authority Board of Commissioners was held on Wednesday, November 16, 2011 at 6:00 PM at Sunrise Water Authority, 10602 SE 129th Avenue, Happy Valley, Oregon, 97086.

Board Present: Ernie Platt, Chair; Ron Blake, Vice Chair; Terry Roskey, Secretary; Bob Garbarino, and Judy Grycko.

Staff Present: Wade Hathhorn, General Manager; Lin Rigutto, Finance Director; Dan Fraijo, Operations Supervisor; Christin House, Customer Service Supervisor; and Kim Anderson, Government Relations Manager.

Visitors Present: Barbara Kemper, CRW

1. CALL MEETING TO ORDER

The meeting was called to order at 6:00 p.m.

2. INTRODUCTIONS & WELCOME OF VISITORS

3. FLAG SALUTE

4. PUBLIC COMMENT

5. APPROVAL OF AGENDA

6. CONSENT CALENDAR

A motion to approve the consent calendar consisting of the items listed below was made by Blake and seconded by Grycko. Motion carried unanimously.

6.1 Approval of Minutes of October 26, 2011 Meeting

6.2 Approval of Expense Report for October 2011

7. DISCUSSION

7.1 Customer Relations Program

Hathhorn discussed the premise of the customer relations program and the many ways that it is intended to expand the outreach and communication to customers going forward. He discussed the need to think about the kind of messages to be used consistently in the various communications mechanisms. He stated that staff has intentionally left this conversation open ended, knowing that if staff provided a list of proposed messages it was likely to stifle the conversation. He invited the Board to share the kind of messages that they felt the organization should be communicating to customers.

Platt stated that he would like to see an annual report in addition to, or as an expansion of, the current CCR.

Blake stated that his discussions with customers have revealed that they are unclear about the source of the water, and that would be useful information to provide.

Hathhorn contributed that customers often ask about relative cost of water at Sunrise compared to others.

Blake expressed that he would like to see more information provided about what is in the water rate.

Hathhorn suggested that based on taste and odor issues and health concerns related to ingestion of chemicals it may be useful to explain why it is necessary to chlorinate water.

Roskey discussed the customer surveys that were once done and how there should be customer service follow-up on the comments returned in those comment cards.

Hathhorn commented that the return rate on comment cards or surveys is about 20%, but that it increases if postage is pre-paid.

Garbarino stated that many folks have questions about why the rate increases have happened.

Roskey reported that a contingent of the Damascus customers feel that all of their money is going to support Mt. Scott customers.

Blake suggested that other messages might be that it's cheap, that the customers receive good service, that it's reliable, and that the organization practices fiscal accountability. He also suggested that we provide better information on how to find the Sunrise office and the availability of the leak detection tablets.

Hathhorn commented that many government entities have not spent much time working on self-promoting.

Roskey wanted to emphasize that we don't do the bare minimum, but that we do our best.

8. BUSINESS FROM THE BOARD

8.1 Calendar of Meetings

Blake commented that the CRW representative will take his place on the C-4 after December and that the Oak Lodge representative will then be the alternate.

8.2 Liaison Reports

Blake commented that the CRBC was at the CRW meeting a week ago and requested that the Board meet with them to negotiate a lease agreement on their old

administration building and that those discussions have begun. The proposal to put the manufactured unit on the Roberts property is essentially stopped because it wasn't possible to meet the timeframe for relocation. He stated that there are still some partners interested in working with them, but that exercising this option will allow them to take the time to more carefully consider long term options.

Roskey commented that the Boring meeting was minimal business conducted.

Garbarino stated that there was nothing exciting to report on Happy Valley.

9. BUSINESS FROM THE MANAGER

9.1 Financial Reports

Roskey asked where the 6-inch meter was sold. Jannsen stated that it was for the apartments at Misty and Sunnyside. He commented that most units install a smaller meter and a separate fire system but that in spite of being informed of that fact, they chose to install the larger meter.

Hathhorn commented that it is possible to really see the impact of the rate increase in the tables on page 4.

9.2 Cash Flow Report

A motion to approve the financial report was made by Blake and seconded by Roskey. Motion carried unanimously.

9.3 Manager Updates

Hathhorn commented that he wasn't sure if the Board intended to receive updates on progress on major initiatives monthly, but that he had prepared an update for this meeting. He discussed the status of the various initiatives.

Hathhorn discussed the cascading series of events that have interfered with the ability of the HR consultant to assist with the completion of the staff development program. He apologized that he has not had the opportunity to have a conversation with the consultant before he brought this to the Board, but stated that he will have that conversation as soon as possible. He commented that he would like to shift the scope and contract to the next most qualified candidate if the Board is in agreement. The Board concurred with his proposed action.

Platt commented that he attended the ODOT open house on the Sunrise corridor and that there are substantial projects that affect county roads in the Lawnfield Road area and he wondered how much it was going to impact Sunrise. Jannsen stated that at this point, based on the current plan, the only impact would be down in the region around the work completed by RS Davis, although that impact could result in our line being about 20 feet underground. Jannsen stated that there is a significant difference between ODOT projects and those of the County or cities, in that if the project affects infrastructure in other jurisdictions right of way, the affected jurisdiction will be required to pay for the costs of those impacts.

10. MONTHLY REPORTS

10.1 Operational Reports

10.2 Engineering and Construction Reports

11. INFORMATIONAL ITEMS

12. EXECUTIVE SESSION

The Board entered Executive session at 6:56 PM

An Executive Session of the Sunrise Water Authority Board of Commissioners to be held per ORS 192.502 (1) Communications within a public body or between public bodies of an advisory nature and per ORS 192.502 (9)(a) Public records or information the disclosure of which is prohibited or restricted or otherwise made confidential or privileged under Oregon law.

The Board left executive session at 7:37 p.m.

A motion to adjourn was made by Grycko and seconded by Roskey. Motion carried unanimously.

The meeting adjourned at 7:40 p.m.

ERNIE PLATT, CHAIR

TERRY ROSKEY, SECRETARY