



CALL AND NOTICE OF SPECIAL MEETING AND AGENDA

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

October 25, 2011 at 4 p.m.

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:** Board planning session facilitated by Dr. Bill Mathis for the purpose of developing elements to be included in a strategic plan.
- 1.2 Review and Approve Proposal from CV Strategies to Perform Customer Survey.**
Recommendation: The Board of Directors approve the proposal to conduct customer survey.

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.

ADJOURNMENT

President Anthony J. Lima, Presiding