

VIRGINIA:

At an adjourned meeting of the King George County Service Authority Board of Directors, held on Wednesday, the 2nd day of December 2009, at 5:30 p.m., in the Board Room of the Revercomb Building at 10459 Courthouse Drive, King George, Virginia:

PRESENT: Joseph W. Grzeika, Chairman
James B. Howard, Vice-Chairman
James F. Mullen, Member
Dale W. Sisson, Jr., Member
Travis Quesenberry, County Administrator

ABSENT: Cedell Brooks, Jr., Member

The Chairman called the meeting to order.

Mr. Thomas provided an updated version of the Service Authority's Proposed Strategic Plan containing the Mission Statement and specific Water Utility and Wastewater Utility Goals and performance measures related to those goals. This update incorporated the recommendations made at the Service Authority Board of Directors' work session on October 14th and further changes recommended during subsequent meetings with Mr. Quesenberry, Ms. Harper and Mr. Thomas.

There was some discussion regarding the importance of having goals that are measurable. In discussing the Customer Care goal, particularly performance measurement "CC2", the Board recommended replacing the word "resolve". Board members also discussed the importance of customer follow up and the implementation of an electronic system for documenting the exact time of the call. They also recommended establishment of follow up procedures and perhaps a customer satisfaction survey form that could be filled out electronically to solicit feedback from customers. The Board recommended the deletion of FS2, "Maintain balance of revenues against expenditures" under the Financial Stability Goal, as this is repetitive of FS1, "Prepare and maintain an annual balanced budget." These changes would be reflected in both the Water Utility and Wastewater Utility goals.

There was a lengthy discussion regarding the performance measures related to the use of the term balanced budget and the fact that the Service Authority should be generating a surplus to address long term capital needs in the out years. The Chairman recommended "reduction of debt" or "meet debt service requirements as set out in financial policies" as a performance measure under Financial Stability.

The Board recommended that a report on the strategic plan and related performance measures be presented quarterly. Suggestions also included perhaps putting a time limit on such a plan, i.e. five-year plan and including a page within the plan noting revision history.

Consensus of the Board was to schedule the next work session on KGCSA budget at the organizational meeting in January 2010. The Board also directed Mr. Thomas and Ms. Harper to present the KGCSA Strategic Plan for approval at the December 15th Board meeting.

There being no further business to come before the Board, the Chairman adjourned the meeting on a motion by Mr. Sisson, seconded by Mr. Howard, and carried unanimously.