

FINAL

LMUD – Community Advisory Committee - Meeting Minutes

DATE: Friday, April 29th, 2011 (10:00am)
MEETING: Monthly CAC meeting
LOCATION: LMUD Conference Room
ATTENDEES: Chad Pierce, Cole Rowland, Keith Williams and Earl Foster
NOT IN ATTENDANCE: Nathan Miller, Tom Priddy and Karl Ansbach

AGENDA:

- Review of Earl's presentation at the Men's breakfast
- Discuss the "How we are doing" feature on the website
- Discuss is the CAC should continue in the current role established by the district
- Adjourn

MINUTES:

1. Earl provided feedback from his presentation at the men's breakfast. Earl indicated that many of the topics or questions were related to the purchase of the barge. Earl explained why it is the interest of the district to purchase the barge to keep up with summer time water demands.
2. Cole indicated that the website feature "how are we doing" received one response which Cole then forwarded to Earl.
3. Currently when a customer submits an email from the website it goes to Cole then he forwards it to the district for resolution. It was set up this way to keep customer comments confidential. Cole will be moving so someone else will need to be assigned to receive future emails.
4. Agenda item #2, "Should the CAC be dissolved"?
5. We discussed the effectiveness of the CAC as a passive entity and Cole, Keith and Chad agreed that unless the CAC has a more active role in gathering information from customers through focus groups, questionnaires, surveys or other similar means and events then the CAC is not as effective as it could be. However, we decided that we will continue if the district deemed necessary.
6. Earl indicated that he would like to see the CAC continue it's efforts in keeping the district informed of customer satisfaction and opinion of the districts service to its customers.
7. We agreed to continue gathering information in a passive role unless notified otherwise.
- 8.

TO-DO LIST:

1. Nothing at this time

END OF MEETING

NOTE: SHOULD THE READER FIND INACCURATE OR OMITTED INFORMATION IN THESE MINUTES, PLEASE ADVISE CHAD PIERCE VIA EMAIL; OTHERWISE, WE SHALL CONSIDER THESE MINUTES AS AN ACCURATE REPRESENTATION OF THE MEETING.

REPORT BY:

Chad Pierce
CAC Secretary
