

**MINUTES OF A BOARD OF SUPERVISORS WORKSHOP MEETING
NORTHERN PALM BEACH COUNTY IMPROVEMENT DISTRICT 06/23/10**

Pursuant to the foregoing Notice, the Board of Supervisors of Northern Palm Beach County Improvement District met at approximately 9:10 a.m. on June 23, 2010 in the Administrative Building and Emergency Operations Center, 359 Hiatt Drive, Palm Beach Gardens, Florida.

1. ROLL CALL

There were present Board President Deborah A. Diaz and Supervisors Ronald M. Ash, Matthew J. Boykin and Adrian M. Salee; Executive Director and Secretary O'Neal Bardin, Jr., District Engineer Robert W. Lawson and General Counsel Kenneth W. Edwards of Caldwell Pacetti, et al.

Also present were Deputy Director C. Danvers Beatty; Finance Director Katie Brunk; Executive Assistant Susan Scheff; and Michael O'Rourke (Seat No. 2 Board Member-elect in November).

Marilyn Lew-Jacobs had a previously-scheduled appointment and could not attend.

2. ESTABLISHMENT OF A QUORUM

Ms. Diaz announced that a quorum was present and that it was in order to consider any business to properly come before the Board.

3. ADDITIONS OR DELETIONS TO THE AGENDA

Mr. Bardin reported that no additions or deletions to the Agenda were necessary.

4. WORKSHOP TOPICS

o STRATEGIC PLANNING SESSION – DR. MARY ELLEN DORSETT, FACILITATOR

Dr. Dorsett introduced herself to the group and explained that she had reviewed the Board's current Strategic Plan document. Using a PowerPoint presentation to guide the Board's process (a copy of which is attached hereto), she provided an overview of what she believed the Board should accomplish within the first two Strategic Planning sessions. These steps were as follows:

- Discuss Values (from Values Inventory)
- Discuss Vision
- Discuss Mission

Dr. Dorsett explained the roles of collective values between the employees and leadership within an organization. She then reviewed a listing of the responses received from the Values Inventory that was provided to Staff and Board Members. A general discussion followed with regard to the ranking of values, what it shows about the people filling out the inventory and how those values are carried out within the organization. Dr. Dorsett's presentation focused on the top seven values listed from the Inventory:

- Integrity
- Responsible
- Loyalty
- Competence
- Disciplined
- Knowledgeable
- Accountability

Dr. Dorsett presented a draft mission statement as an example of what the Board should be thinking about. Discussion continued on how Northern has evolved over time and what its focus for the future should be in the next three to five years. Also discussed was how technology drives some of those changes and in what ways Northern can use new technologies to achieve future goals.

The final focus of the strategic planning session was on the development of a vision statement. Dr. Dorsett provided examples of the vision statements of other organizations. She also discussed the components and gave sample wording. It was the consensus of the Board that Dr. Dorsett and Northern Management Staff meet to draft a few sample vision statements for consideration by the Board at the next Strategic Planning session. It was noted that the next Strategic Planning session has been scheduled for July 28, 2010 following the Regular Board Meeting.

5. RECEIVE AND FILE

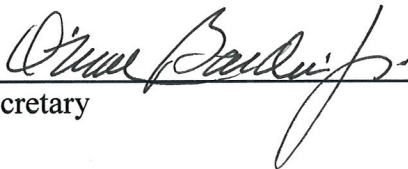
- Proof of Publication of Meeting Notice – a copy of which is contained in Northern's files.

6. **ADJOURN**

There being no further business to come before the Board, the Workshop meeting was adjourned.



President

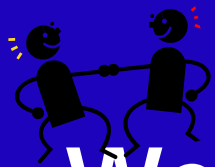


Secretary

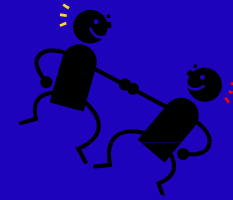
NORTHERN PALM BEACH COUNTY IMPROVEMENT DISTRICT

WELCOME





Welcome and Introductions



STRATEGIC PLANNING SESSION ONE AND TWO...ARTICULATING THE VALUES/VISION/MISSION STATEMENTS

Strategic Planning Session One & Two Overview

- Articulating the Values/Vision/Mission Statements
 - An organizational-wide instrument establishing the top values of the organization.
- Discussion and identification of the Values/Vision/Mission Statements.
- Assessing the environment and agreeing on priorities.

Articulating Organizational Values

- **Collective Values:**
 - Form a **collective** organization-wide belief.
 - These values form the culture of the organization.
 - Determine the norms or standards of acceptable behavior concerning how to approach work.
 - They are enduring and consistent over time.
 - They are driven by, and crystallized from, the top leadership.

Articulating Organizational Values

- The collective values of an organization are critical because employees use these values in their decision-making to carry out the strategic plan set by the Board of Supervisors.

Role of Leadership

Recognize...

- The organization's values.
- The members' values.
- The potential conflict between organizational values and personal values.

VALUES INVENTORY ...21 RESPONSES

18-13		12-10		9-6		5-1	
Integrity	19	Trustworthiness	12	Openness	9	Tolerant	5
Responsible	15	Teamwork	12	Involvement	9	Supportive	5
Loyalty	14	Dedicated	11	Flexible	9	Advancement	5
Competence	14	Enthusiastic	11	Fairness	7	Empathy	5
Disciplined	13	Honesty	10	Respect	7	Recognizing Diversity	4
Knowledgeable	13	Service	10	Skillful	6	Caring	3
Accountability	13	Creative	10	Caution	6	Confidentiality	3
		Cooperative	10	Focus	6	Fitness	3
				Fun	6	Motivated	3
						Innovative	2
						Proud	2
						Sensitive	2
						Uniqueness	2
						Participants Added:	
						Observant	1
						Vision	1
						Intelligent	1

YOU MAY WANT TO CONSIDER MAKING SOME ADJUSTMENTS... FOR EXAMPLE ...LOYALTY TO LOYAL

Options

Collective Values

- Loyalty to **Loyal**
- Integrity
- Disciplined

Description

- A feeling of duty.
- The quality of adhering to high moral principles or professional standards.
- the ability to behave in a controlled and calm way even in a difficult or stressful situation.

Option: Competent

Collective Values	Description
<ul style="list-style-type: none">• Competence • Knowledgeable	<ul style="list-style-type: none">• The ability to do something well, measured against a standard. • Possessing or showing a great deal of knowledge, awareness, or intelligence.

Option: Accountable

Similar Collective Values	Description
<ul style="list-style-type: none">• Responsible • Accountability	<ul style="list-style-type: none">• accountable to somebody for an action or for the successful carrying out of a duty. • Responsible to somebody or for something.

Current

- Integrity
- Responsible
- Loyalty
- Competence
- Disciplined
- Knowledgeable
- Accountability

Option

- Accountable
- Competent
- Disciplined
- Integrity
- Loyal

A PRESENTATION OF THE VALUES IN YOUR DOCUMENTATION MIGHT LOOK LIKE THE FOLLOWING

A Presentation Example of Organizational Values

The purpose of the Northern Palm Beach County Improvement District is to provide water management and infrastructure development services to properties of Palm Beach County. To provide this vital service, our experience has led us to believe in the importance of certain *Values...the characteristics of deeply committed people working in a supportive community.*

Organizational Values: Integrity, Accountable, Competent, Disciplined, and Loyal.

Vision Statement

What is Northern's realistic but challenging future state for the next 3 to 5 years?

**What are your thoughts?
Jot down some ideas**

Vision Statement

The Picture of Excellence

- Purpose: Identify the organization's ideal future through creative thinking.
- A vision statement is a mental model of a successful future state brought into being by the Mission Statement.
- Visioning can call into question the current processes as you strive to identify the future.

External Vision



Describe how the world would be improved, changed, or different if your organization was successful in achieving its purpose.

What are your thoughts?



Internal Vision

Envisioning your organization's future.



WHAT WOULD BE YOUR IDEA PROGRAM MIX OR SERVICE?

Vision Statement

The Vision of Excellence for Programs and Service

- Question:
 - What would be your ideal program mix or service?
 - What are you passionate about?
 - What would make you jump up and down with excitement?
- What are your ideas?

What would be your Administrative Vision for the organization for the next 3 to 5 years in terms of ...

- Staffing
- Benefits
- Board of Supervisors
- The organization's image
- Funding

- Infrastructure and use of technology
- Facilities
- Information systems
- Planning and evaluation of quality control
- Others?

Example of a Vision Statement

- Florida Association of Special Districts

- Vision – To become the recognized collective voice of special purpose government.

Example of a Vision Statement

- HR Association of Greater Detroit

- To be recognized and respected as one of the premier associations of HR Professionals.

Example of a Vision Statement

- Westin Hotels

- Year after year, Westin and its people will be regarded as the best and most sought after hotel and resort management group in North America.

Vision Statement

- Your vision statement is your inspiration, the framework for all your strategic planning.
- Employees use the vision statement as a measure for how well you are achieving the Mission Statement.
- There is no set wording for a vision statement.

Sample Wording for a Vision Statement

- To be recognized and respected as the premier improvement district in improving the quality of life and enhanced aesthetic values of the residents within its Units of Development.
- What are your thoughts and ideas for a Vision Statement?
- The next step...crafting the Vision Statement

Strategic Planning—Session Two

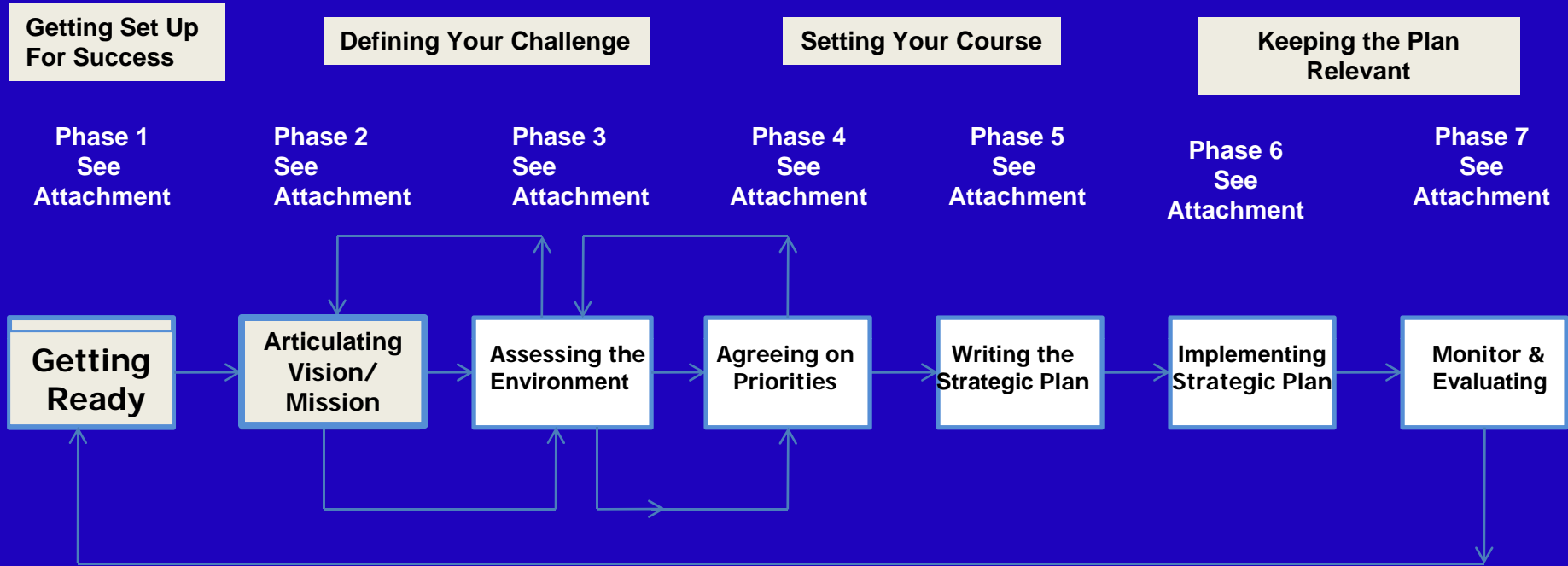
- Date: July 28, 2010

- Review and discussion of the Mission Statement...OR
- Review and discussion of critical questions or issues around which to update the strategic plan.
- Status of goals and objectives.

CURRENT MISSION STATEMENT

- Our mission is to provide excellent customer service relating to facilitating financing, construction and operation of infrastructure improvements, including storm water management systems, water and wastewater facilities, roads, environmental preserves, and a continued commitment to education and outreach to our residents and landowners.

The Strategic Planning Process



ORGANIZATIONAL DIMENSIONS, INC.
 1319 Donna Drive
 Fort Myers, FL 33919
 239-634-2770