

TASK	RELATIONSHIP
PRES	Speak for Yourself
Ask Questions	Listen Actively
Summarize	Gatekeeping
Polling	Compliment & Agree
80/20 Principle	Humor
Build Consensus	Process Check



What are we asking for?  
 Why is it important?  
 Is it realistic?

**JULY 1<sup>st</sup>, 2009 MINUTES  
 BOARD OF COMMISSIONERS – MANAGEMENT TEAM  
 WORK/STUDY SESSION  
 8:30 AM**

**Attendance: Charlotte Garrido, Chair; Josh Brown, Commissioner; Nancy Buonanno Grennan; Bert Furuta, Director Personnel; Leif Bensten, Personnel; Larry Keeton, Director DCD; Bud Harris, Director Information Services; Jeff Rowe-Hornbaker, Assistant Director DCD; Doug Bear, Public Works; Craig Adams, Information Services; Patty Charnas, DCD; Sue Donahue, DCD; Vivian Henderson, KAPO; Tom Nevins; Karl Duff; Chris Dunagan, Kitsap Sun; Charlie Bermant, Port Orchard Independent**

Anticipated Time

- 1. APPROVE 5/13, 6/17, 6/24 WORK STUDY MINUTES** **8:30 – 8:45**

Minutes for May 13<sup>th</sup> were approved as submitted.

- 2. [CRM – KITSAP ONE](#) (Doug Bear)** **8:45 – 9:15**

Nancy explained briefly how CRM was created, the current plan and how it will look in the future.

Doug Bear gave a presentation on CRM –

- 5 call takers – average 100 call each per day
- CRM will be taking over the barking dog complaint process from Humane Society to help cover budget shortage of Humane Society
- New software will permit us to create some real measureable performance standards
- The measure they strive fir us average hold time. They are averaging 45 seconds. Goal is that 80% of the time the customer will get the answer they need from the call taker without having to be transferred to a department.
- Qualitative reports (*Board would like this report quarterly*) – how much are you reporting back to departments and how is that changing their departmental procedures?

- Asked if we have date for taking calls for Parks and Personnel? He said it takes about 6 months from start to finish to set up a department.
- Calls for vandalism – how we can use that for Parks – are they now calling Sheriff? Commissioners are not getting calls or emails on vandalism.
- Reports about calls that come in are important so the Commissioners know what is happening in their areas. (*Board would like this report monthly*)
- How are we funding when you take on Parks and Personnel. Bud said it will be an internal service fund budget. Doug said he thinks other than high peak times, he feels for the time being it can be absorbed by the existing call takers.
- Hopes to see Kitsap 24/7 developed over the next year.
- Citizen evaluation – Charlotte said a focus group with citizens from each Commissioner district may be very helpful. Doug will work on.
- Would be an ideal type of service for “Regional Service”

Board thanked Doug for his presentation.

### 3. SHORELINE MASTER PLAN UPDATE (Patty Charnas)

9:15 – 10:00

Larry, Patty and Kathy gave presentation of Shoreline Masterplan Update.

- Action items from the last 30 days.
- Website progress
- Grant agreement with Dept of Ecology
- Outcomes from Message meeting – “Why are we doing it – How we are doing it”. Charlotte said need to be more explicit, ie “What are we doing and who is doing it”.
- Patty gave handout of Shoreline Master Program Submittal Checklist and Rain Chart of Planning Process.
- Asked Board for suggestions for name of website.

#### Issue 1: SMP Update Task Force/Blue Ribbon Panel

- Citizen or stakeholders advisory group. Patty specifically checked with Pierce County where advisory group was developed late in the process. We would like to establish one early in our process.
- Questioned how works with Planning Commission?
- Gave Board proposed composition of Blue Ribbon Panel –approximately 44 people.
- Charlotte said she feels it is important to invite these and possibly more. Rather than selecting a group, making it more broadly open to the public? Larry said needs to be department driven but not department led. Nancy commented that by doing broader presentation we would get more people involved up front.
- Josh doesn’t want to see us get 90% through process and have people showing up that haven’t been involved in the process from the start
- Josh stressed the importance of Navy involvement .
- Larry will schedule some time with Charlotte to discuss citizen outreach.

#### Issue 2 – Shoreline Master Plan (SMP) Monthly Update Format

- Purpose
- Review Information from previous meeting
- Decisions

- **Guidance/direction**

**Next Actions/Steps:**

- **Board receives Near Shore Assessment Presentation in July**
- **Board approves grant from Ecology**

**Board thanked them for the presentation.**

**10 MINUTE BREAK**

**ENTREPRENEURIAL TRAINING (Leif Bentsen)**

**10:15-10:45**

**Leif Bensten presented on proposal for Start Your Own Business Program for Veterans**

- **Of the 3,340 individuals currently collecting unemployment compensation, 625 are veterans.**
- **60 response cards were returned and 20 signed up at the Spring Stand Down – total of 80 interested.**
- **RFP based on Washington CASH program**
- **Estimated cost is \$45,000**
- **Funding from the Kitsap County Veterans Fund which has a balance of \$1,086,000. Workforce Investment Act money may also be available for supportive services.**
- **Program would take 12 months and consist of three elements 1) classroom; 2) professional and peer monitoring; 3) micro loans**
- **Board thinks this is a wonderful program**
- **Next Stand Down is Saturday, October 10<sup>th</sup>.**

**Talked about how to better welcome the USS Stennis when it returns home. Leif recommended that we ask the Stennis what they would like to see done. Nancy said we need to think about when ships leave, what we can do to let them know that we support their families. The Stennis returns to Bremerton on July 10<sup>th</sup>.**

**Board thanked Bert and Leif for their presentation.**

**The Commissioners recessed into two executive sessions at 11:00 - one to discuss personnel issues pursuant to RCW 42.30.110 (g) and the second to discuss real estate issues pursuant to RCW 42.30.110 (c). No action was taken. The meeting ended at 12:00.**

**Respectfully submitted by Deanna Erstad**