

anthem community council

Meeting of the Board of Directors
June 27, 2018
OPEN WORK SESSION at 3:30 p.m.
Anthem Civic Building
3701 W. Anthem Way
Room 2

MEETING MINUTES

Members Present:

Roger Willis– President
Terry Mullarkey –Vice
President
Bob McKenzie– Treasurer
Rick Kesselman– Secretary
John Balzer – Director
Dino Cotton – Director
Darrin Francom - Director

Members Absent:

None

Others Present:

Neal Shearer, Community Executive Officer
Doug Greenstein, Community Finance & Operations Officer
Kristi Northcutt, Communications and Public Affairs
Director

CALL TO ORDER

The Open Work Session of the Anthem Community Council was called to order at 3:30 pm.

ESTABLISH QUORUM

President Willis established a quorum with seven Board members present.

STAFF UPDATE ON 2017/18 STRATEGIC PRIORITIES AND CURRENT PROJECTS

CEO Neal Shearer provided an update on staff's projects and priorities, as outlined in the Board's 2017/18 strategic priorities discussion and document. He reiterated that the 2017-2021 timeframe is one of the most active and challenging periods in Anthem's 20-year history, as it features: four concurrent master plan projects; an evolving succession plan for key positions, as well as a new CEO and the merging of the CFO/COO positions; the inclusion of the first new large-scale residential construction in 11 years; a changing demographic in the use of community amenities by third-party organizations; a widening net of infrastructure repairs on an aging community; significant non-residential new construction and low vacancy rates; refocusing the ACC's commitment to core services; and an improving economy that places continual competitive pressure on Anthem's financial resources to attract and retain competent talent to execute the ACC's strategic plan. Additionally, all three of the ACC's major service provider contracts are up for renewal or re-bid in the short-term: BrightView (landscaping), MJ Companies (janitorial) and Republic Services (east-side waste collection services).

Staff recommends that the Board endorse continuation of executing core services, as outlined and adopted in last year's strategic planning session, and commit to projects and timetables previously approved (e.g. Master Plan projects). Staff further recommends that the Board counterbalance any new initiatives against the existing workload and project scope so as not to sacrifice quality and effective service delivery.

BOARD STRATEGIC PRIORITIES DISCUSSION

The Board entered discussion of the 2017/18 strategic priorities as a baseline for the coming year's priorities. Staff encouraged the Board to also refer to the Core Services document during the discussion. President Willis recommended that each Director weigh in on each priority.

The priorities were discussed in following order: Structure of Governance; Implementation of the Master Plan Projects; Providing High Quality Service, Facilities and Programs; Business Advocacy and Outreach, Strengthening Relationships with Community Partners in the Best Interest of Anthem; and Public Safety. With the exception of a few specific action items requested by Directors, the Board delegated action items for each priority in the hands of Executive Staff, with input from Department Heads.

Following discussion and each Director's comments on each priority, the following consensus priority themes were identified:

- Structure of Governance – Evolve into “Fostering positive and ongoing organizational development.”
- Implementation of the Master Plan Projects – This priority will remain, with updated timelines.
- Providing High Quality Service, Facilities and Programs – Alter slightly to “Continue to provide high quality services, facilities and programs.”
- Business Advocacy and Outreach – Due to the critical day-to-day services provided by ACC Business Services Specialist Tony Smith and the growing presence of the Anthem Area Chamber of Commerce, this priority and related action items will be incorporated into “providing high quality services” (above) and/or “strengthening local and external relationships” (below).
- Strengthen Relationships with Community Partners in the Best Interest of Anthem – This priority theme will remain with an added emphasis on “strategic relationships with both local and external entities” and the importance of coordinated Board and staff member involvement to broaden outreach and advocacy in support of Anthem.
- Public Safety – Continue focus on this priority area with the acknowledgement that the ACC does not deliver public safety services, but has an important role to play in working closely with public safety agencies and in advocating for services and staffing levels that benefit public safety.

Executive Staff and Ms. Northcutt will work on fine tuning the priority descriptions, as listed above, and seek input from Department Heads on the action steps for each priority, which will be factored into the development of the 2019 Budget. Following, Ms. Northcutt will prepare an updated document for Board consideration at a future meeting. The Communications staff also will develop an infographic that the public may refer to as a supplemental piece to the written document.

There being no further business to discuss, the meeting adjourned at 5:50 p.m.

Respectfully Submitted,
Neal Shearer
on Behalf of the Anthem Community Council Board of Directors