

Minutes of Meeting
Kestrel West
June 6, 2014
10:00 a.m.

The Kootenai County Board of Commissioners: Chairman Todd Tondee and Commissioner Dan Green met to discuss the following agenda items. Also present were Kestrel West Partners John Foster and Kate Haas, Citizens Marc Eberlein and Bob Bingham, and Deputy Clerk Brandie Bradley. Commissioner Jai Nelson was excused.

A. Call to Order: Chairman Tondee called the meeting to order at 10:06 a.m.

B. Introductions: There were no introductions made.

C. Changes to the Agenda: There were no changes made to the agenda.

D. Old Business: There was no old business discussed.

E. New Business:

Kestrel West Partners John Foster and Kate Haas came before the Board to present their final report in regard to their findings for the County's proposed Facility Master Plan. Mr. Foster summarized that the future growth and needs of the County and the current state of the County's facilities are a serious hindrance to the proactive, positive, responsive, fiscally responsible and transparent government expectancies. Mr. Foster and Ms. Haas detailed the challenges that the County faces in moving forward, which included: silo effects, commission history, community perceptions, and the opportunity for better communication, service, and economics to overcome these challenges. Mr. Foster and Ms. Haas advised that their research led to three (3) basic options for the Board to consider:

- Do not commit to running a bond. This option preserves the Board's flexibility for pursuing a bond at a future date, but acknowledges the present challenges due to public perception.
- Run a bond election in November 2014.
- Run a bond election in November 2015.

Mr. Foster and Ms. Haas recommended that the Board not commit to running a bond at this time. This would allow for further public education and communication, so that citizens and taxpayers have the opportunity to understand the problems facing the County. They suggested that the Board take the following next steps:

- Draft a message or memo to guide how the County talks about the facilities, so that a consistent message is delivered.
- Plan marketing with defined start and end dates so that the public is engaged should the County decide to move forward with the bond.
- Develop consistent outreach programs using social media, e-newsletters and inserts to engage the public and deliver consistent messages.

- Proactively engage the media to build better relationships between the County and media outlets.
- Highlight specific examples of how County facilities impact the public, and how County staff make a difference.
- Convene informed and active community leaders to provide input and to engage wider audiences.
- Organize facility tours so that stakeholders can see the problems first-hand.
- Organize listening tours with community leaders and organizations to solicit feedback.
- Enable stakeholders with a vested interest to educate the community and peers.
- Meet with Elected Officials and candidates to improve internal communication and a better approach for interaction.
- Reinstigate employee gatherings to continue to improve interactions.
- Conduct staff listening sessions to ensure that the employees feel heard, understand the County's direction and see the bigger picture.
- Create a feedback program to boost morale of employees and keep them supportive and engaged.
- Improve work environments for employees through continued cooperation with Human Resources.
- Improve signage and layout in the existing County facilities to help citizens navigate the buildings and the campus.

The Board thanked Mr. Foster and Ms. Haas for their time and hard work.

F. Staff Reports: There were no staff reports.

G. Public Comment: Citizen Bob Bingham stated that the Board should consider including the jail facilities into the County Master Plan.

The meeting was adjourned at 11:30 a.m.

Respectfully submitted,

JIM BRANNON, CLERK

TODD TONDEE, CHAIRMAN

BY: _____
Brandie Bradley, Deputy Clerk
