



## Minutes

Special Meeting - KID Board of Directors to attend:  
**KID Water On Staff Meeting**  
Richland Community Center, 500 Amon Park Rd N., Richland, WA 99352  
Thursday, March 28, 2013, 10:30 a.m.

### Directors Present:

Gene Huffman, President  
Patrick McGuire, Vice President  
Kirk Rathbun (Present briefly)

### Guest Presenters:

Rick Romm, Argus Insurance  
Jeff Barrom, Argus Insurance  
Brad Worthley, Brad Worthley International

### KID Staff Present:

Sandy Angotti	Jeff Green
Dana Auckland	Bryson Hamby
Scott Blakely	Rob Hansen
Allen Bolt	Susan Herriford
Jaime Britton	Con Higley
Pat Clark	Becky Hiles
Terry Clark	Teresa Horrocks
Brad Crawford	Kenny Huckstep
Chris Crow	Juan Manzo
Seth Defoe	Jason McShane
Chuck Freeman	Jose Mendoza
Adam Gonzalez	DeWayne Miller

### City of Kennewick Employees Present:

Gail Deardorff  
Melinda Didier  
Samira Hilley  
Karen Tilton  
Penny Lane  
Diane Kalinowski  
Yolanda Reyna  
Greg Sambrano  
Steve Woelber  
Isa Quintanilla

Anthony Ortiz  
Nick Pell  
Jeremy Percifield  
Brianna Potts  
Doris Rakowski  
Sharon Ramos  
Rod Regan  
Scott Revell  
Doug Ricard  
Nick Rojas  
Lynda Rosenbaum  
Kassie Rothfork

Diane Rourk  
Chris Sittman  
Beth Smith  
Judy Smith  
Colleen Storms  
Daniel Tissell  
Jose Vasquez  
Deanette Warn  
Craig Winston  
Ben Woodard  
Donnie Woods  
Gene Zadow

Mr. Freeman opened the meeting convened at 10:40 a.m.

**First Response:** Jeff Barrom, President of Argus Insurance introduced Rick Romm, Argus Insurance Sales Manager and himself. Mr. Romm and Mr. Barrom presented "Conflict Management Skills: Setting Expectations and Avoiding Escalation."

The meeting broke for lunch from 11:30 a.m. to noon.

**Customer Service:** Shannon Frame introduced the City of Kennewick employees attending the meeting. Chuck Freeman introduced Brad Worthley of Brad Worthley International.

Mr. Worthley presented "Focus Customer Service Training: Exceeding Customer Expectations In-Person and on the Telephone." Questions and answers followed the presentation.

**Benefits:** KID Treasurer Colleen Storms provided information on the PERS Retirement Plan.

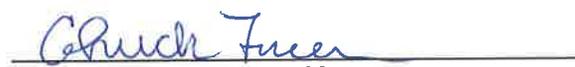
**Employee of the Quarter:** KID Planning Manager Scott Revell presented the Employee of the Quarter award to Customer Service Specialist Teresa Horrocks.

The meeting adjourned at 3:30 p.m.

Attest:

  
Gene Huffman, Board President  
Approved April 2, 2013

Witness:

  
Chuck Freeman, District Manager

Prepared by Doris Rakowski