

## **4\_2\_2015 PROPOSED Governance Committee minutes**

Present: Nancy Stearns, Nancy Manning, Libbie Jae, Evelyn Bless

Absent: Sandra Harrington

Also present: Chris Hugues, John Miley, Paul Berg

Call to order 1:10 pm.

Chair: Nancy Stearns; minutes: Evelyn

**Board application review.** Brenda Heiss will come to next Finance meeting, stay after to talk with us. 1:30 on Tuesday April 15. Nancy Stearns, Evelyn and Libbie can attend.

**Committee member.** Chris Hugues was present to observe and was appointed a voting member.

**Approval of March 2015 minutes.** Libbie motioned. Nancy Manning seconded.  
Approved.

**FONWRP demands on this committee and Board:** discussion. A major rewrite of bylaws will be required to address changes to governing principles if park management happens. Also there will be a new contract with County. What group should do the planning of how governance will happen and rewrites needed? We should consult Ken Tinkler. We should look at possible models: USF? USF Botanical Garden may be worth examining to see how NOT to do it (they rely on outside volunteer groups for weeding, etc.; not going well.) Largo Cultural Center? We will have new items needed that were not earlier and which we haven't thought of yet: for example, we will need a vehicle for park management.

We need to stay ahead of the County on these issues and be prepared to tell them what we need.

**Agenda item for next Board meeting:** how to proceed with planning for park.

**Customer service standards:** discussion of previous committee work vs. last month's policy statement from ED. We would like to amend this (from Board level) to include statements that:

1. We will respond "immediately" or "within 24 hours" with an acknowledgement that the issue or complaint has been received, we are working on it and will get back to you.
2. The person responsible for the initial response is the ED or Board President—whichever the complaint landed with originally. (The ED and Board President share knowledge of all complaints.)
3. All complaints ultimately go to the ED.
4. All complaints ultimately must have a resolution.

**Agenda item for next Board meeting:** Evelyn will write these up in minutes. Nancy Stearns will review with Paul and put on the Board agenda.

**Policy research.** We reviewed additional policies.

Tabled to next month: ED review procedure, ED review form.

**Action item for Whistle Blower Policy:** Nancy Manning will check with Alan to see if changes to “code” are OK.

**Board Secretary responsibilities.** Nancy Manning will incorporate latest changes and send to Nancy Stearns.

**Agenda item for next Board meeting:** Approval of Secretary tracking responsibilities.

Adjourned: 2:45 pm.

NEXT MEETING: Friday, May 1, 1 pm.