

## Industry Working Group

May 24, 2017

**Purpose of Working Group:** To provide a regular venue for vendors, contractors, homeowners and others who frequently do business at Community Services' permitting counter to share concerns/identify solutions.

**Goal:** To improve service delivery and strengthen relationships with the community.

### Rules of Engagement

1. Share the airtime
2. Listen to understand and for the future to emerge
3. Disagree without being disagreeable
4. Share your experience (not others)
5. Stay open to new ways of doing things; all ideas are valid
6. Respect each other's thinking and value their contributions
7. Speak your truth, without blame or judgment
8. Ask what's possible?" not "what's wrong"? Keep asking.
9. Seek common ground and understanding (not problems and conflict)
10. Stay focused on the topic at hand; out of the weeds and swamps

---

## AGENDA

### Welcome:

- **2:00 PM to 2:05 PM:** Round Table Introductions
- **2:05 PM to 2:10 PM:** Meet Interim Building Official Carl Hefner
- **2:10 PM to 2:15 PM:** Review Rules of Engagement

### Follow up on Action Items:

- **2:15 PM to 2:20 PM:** Status of MOU between Fire Districts
- **2:20 PM to 2:35 PM:** Determination of a bedroom for Septic System Sizing Policy
- **2:35 PM to 2:45 PM:** Requirements for Clearing outstanding permits
- **2:45 PM to 2:55 PM:** Septic Site Evaluations
- **2:55 PM to 3:00 PM:** Service Enhancements and Customer Service Feedback

### Next Meeting:

Thursday, July 6, 2017 from 2:00 PM to 3:00 PM in the Cache Creek Conference Room. Presentation on Roads – Panos Kokkas