

**Board of Directors Meeting Minutes**  
**Meeting Date: Wednesday, September 10, 2008**  
**Meeting Time: 7:30**

**PRESENT**

Bushman, Dr. Patrick – Ludwick Fdn.  
Carpenter, Miki – FPH  
Chiappetta, Dennis – Athens Services  
Conway, Mike  
Garvin-Smart, Dena – Stellar Business Bank  
Hamlow, Cliff – APU  
Harwick, Dr. Clint – COUD  
Hermann, Linda – A & J Cake and Candy  
Imboden, Fawn – ACCU  
Jafari, D. J. – Glendora Tire & Brake  
Lunde, Rona – Jan's Towing  
Murabito, Gene – Business Systems Support  
Nichols, Dr. Catherine – GUSD  
Wood, Brian – Brian Woods Automotive  
Woods, Anne – Express Employment Professionals

**ABSENT**

Bartlett, Matt – Century 21  
Frisella, John – Frisella's Roastery  
Herman, Ken – City of Glendora  
Macias, Anthony - Primerica  
Overlock, Daryl – America's Home Source  
Perri, Dr. Geraldine – Citrus College  
Pine, Glen – Hawg Heaven  
Schabow, Paul – American Loan Source

**STAFF**

Kathy Hodge – Director of Operations  
Jen Loomis – Business Development  
Valarie Thompsett – Administrative Assistant

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*Call to Order – President Miki Carpenter 7:35 a.m.*

*Pledge of Allegiance*

*Approval of Minutes from the July 16, 2008 Board of Directors Meeting* – Amendment to the July minutes – Rona Lunde was excused from the 7/16/08 meeting, not absent as indicated. Motion to accept the July minutes made by Dennis Chiappetta and seconded by Rona Lunde.

**EXECUTIVE COMMITTEE REPORTS**

*President, Miki Carpenter* – Miki welcomed everyone. “ We have several items for discussion, but before we get to those let's start with our regular reports.”

*Treasurer's Report, Gene Murabito* – Gene reported that the total accounts receivables is \$24,058.25. Total liabilities are \$11,593.59 and the total amount in CD's is \$16,092.66. Revenue from Flashback is \$8,500.00 which is down a bit, but was anticipated. Total revenue is \$15,649.83, putting us at 17% of budget. Our net gain for 2 months is \$4,516.71.

*Ambassador Report, Jen Loomis* – At the last Ambassador meeting, a good discussion took place between the Ambassadors and staff, reported Jen. The Ambassadors voiced opinions on what programs, benefits and services they find beneficial and what benefits/services they feel could be omitted or improved. The Ambassadors will be the ones involved in the mentoring program of new members and are often the first impression a member gets of the Chamber.

**STAFF REPORTS**

*Director of Operations, Kathy Hodge* - Kathy thanked Daryl for the great job he did on Flashback. Gate sales were up, but revenue was down a bit. Wal-mart will be returning next year as a major sponsor. The 1<sup>st</sup> proof of the map has been received and once the 2<sup>nd</sup> proof is finalized, printing will begin. AMC Theatre has joined the Chamber and will be doing a grand opening celebration, so watch for upcoming information. We need 52 people for Destination Temecula, so if you are interested, let me know soon.

*Director of Business Development, Jen Loomis* – We got 16 new members over the last two month, reported Jen. But on the downside, the number of members on the aging report is growing. We are going to start focusing on our new members to make sure that they understand what benefits are available to them as well as making them feel welcome and comfortable at Chamber networking events. Mark your calendars for the following 2 events:

9/23 – Free Business Seminar – “The Economy and Your Business”

10/10 – Business Expo

Gene Murabito questioned if the AMC Theatre would remain a member of the Chamber and how involved they would get.

Jen replied that the AMC Theatre in Covina is very involved at that Chamber, so she is hopeful that we will have the same relationship.

Linda Hermann wondered if having the AMC Theatre join the Chamber would entice other Diamond Ridge businesses to join the Chamber.

### **COMMITTEE REPORTS**

***Business Affairs, Miki Carpenter*** - The next issue of "I Shop Glendora" will be out the end of October. The theme for the issue will be "Season of Caring." Response to advertisers in the publication has been very positive. The committee welcomes any ideas you might have for themes or reinforcement of why it is important to shop Glendora.

Linda Hermann commented that her phones rang off the hook after the latest issue of the I Shop Glendora mailer came out. Her fall classes are totally booked and she is really pleased with the response her small ad received.

***Legislative Action, Cliff Hamlow*** -The committee remains active reported Cliff. However it is becoming difficult to find speakers for the monthly Legislative Lunches, so the committee is considering holding the luncheons quarterly. The Committee is struggling to find ways to keep the membership informed of legislation that could affect them as business owners. Assemblyman Anthony Adams made a surprise visit to the September 4<sup>th</sup> meeting and discussed the happenings in Sacramento.

***Flashback, Daryl Overlock*** - No report.

***Scholarship Committee, Miki Carpenter*** - Linda Hermann has agreed to chair the committee for the upcoming year. D. J. Jafari has agreed to chair the Nominating Committee.

***Citizen of the Year, Patrick Bushman*** -Dr. Bushman reported that the Library's summer fundraiser, "A Night on the Plaza" was very successful. Meetings will begin in December for our next Citizen of the Year event. Don't forget September 17<sup>th</sup>, Glendora Day at the Fair and be sure and stop by the Community Expo. John Lundstrom is this year's Community Hero.

### **CITY AND COMMUNITY REPORTS**

***Glendora City Council, Ken Herman*** - No report.

***Village Business Association, Dena Garvin- Smart*** -Dena reported that the restrictive parking spaces within the Village are a major concern for the businesses. So, the City has agreed to look at a proposal to change the 2 hour spaces to 3 hour spaces and lower the number of 20 minute spaces. Flashback was a positive experience this year for more of the Village merchants and she encouraged the Chamber to be more pro-business for all of the downtown merchants. It sets a positive example and will hopefully encourage more of the merchants to join the Chamber.

Mike Conway commented that the Chamber should support all businesses within the City, not just Chamber members. Our involvement in the total business community is important to the City as well as the Chamber.

### **REPORTS FROM EX-OFFICIO MEMBERS**

***Charter Oak School District, Clint Harwick*** -Dr. Harwick reported that school has started and classroom numbers are beginning to level off, although declining enrollment remains an issue. Test scores for the district are showing the highest increase in L. A. County. The summer alternative education program which enabled students to earn credits by attending summer school went very well.

***GUSD, Catherine Nichols*** -Dr Nichols reported on the successful "Yellow Bus Program" which this year enabled over 3,000 Glendora students to attend the Fair. It is the highest participation of any other community involved in the Fair.

The school year is off to a strong start. Regarding the Academic Performance Index, 2 schools scored over the 900 mark and all of the schools scored over 800, which is excellent. Regarding the “No Child Left Behind” program, all 44 cut points were met. Declining enrollment remains a problem and no budget funds have been received from the State. The SOS campaign was very successful and Measure G updates continue with only one school left to be modernized.

*Citrus College, Dr. Geraldine Perri* –No report

*Coordinating Council, Mike Conway* –Mike concurred that the “Night on the Plaza” fundraiser for the Library was a great event. The library and the schools are looking into working together for the betterment of the student. Regarding Coordinating Council, the last meeting was well attended. The economy is affecting service clubs financially.

*New Business* - Miki Carpenter mentioned that the Chamber has not had any housekeeping services for several months because the Chamber member that had been providing the service was no longer interested. After collecting several bids, the one provided by IJS Janitorial Services seemed the best, but will cost the Chamber \$130 per month. “Do we have a motion to accept the bid and hire them?” Motion to hire IJS Janitorial was made by Dennis Chiappetta and seconded by Rona Lunde.

Miki then stated that the Chamber is at a crossroads and is looking for stability, an updated mission statement, new goals, new structure and bringing back an Executive Director. One way to begin achieving all of this, is to hold either a full day or ½ day planning conference with a facilitator to help with the strategic planning. “Dennis Chiappetta and I had a recent meeting with Cynthia Pearle, whom we could hire to moderate the planning session for \$2,500.00 and who has agreed to accept a President’s Circle membership for ½ of the fees.”

Dennis Chiappetta reported that the Irwindale Chamber has hired Cynthia to facilitate their strategic planning sessions and she has been very helpful in guiding them towards a long-range plan.

Gene Murabito asked if Irwindale Chamber has had any follow-up with implementing their business plan and how important the plan has been to the success of their Chamber.

Linda Hermann questioned how much of Irwindale’s success is linked to Cynthia’s plan and can we compare Irwindale to Glendora with such diverse demographics of each community.

Cliff Hamlow commented that coming from an education background and encountering problems with education consultants he is concerned with what we want and need from this person.

Dennis Chiappetta replied that Irwindale Chamber was also reluctant to hire her, but she worked well for them. Glendora has not had any strategic planning for way too long.

Gene Murabito commented that without a commitment from the Board to buy into hiring a consultant and without knowing what the City and our business members want from the Chamber, would it be a real benefit. Paying the fee is not the issue, that money is in the budget somewhere, but is the Board willing to commit to a long-range plan and to follow through with the suggestions.

Miki Carpenter replied that it has been too many years without any real planning and we need to clarify our mission and get to the place where we can afford an Executive Director.

Mike Conway commented that someone from the outside who is not biased could be helpful. If the plan is shelved, that is not the fault of the consultant but of the Chamber for not following through. A strategic plan was done about 6 or 7 years ago, but no follow through was implemented.

Dena Garvin-Smart commented that a planning session is usually a good investment and a good way of getting a different perspective, although full day conferences are way too long.

Anne Woods expressed her concern that the real expense would be the time given by the Board members to attend a full day planning session. And if not a planning session, then what?

Miki Carpenter asked for some clarification from the Board regarding:

1. Is the planning conference important enough to pursue?
2. Who should moderate the session?
3. Financially can the Chamber afford a moderator?
4. Should it be a full day or ½ day session?

Gene Murabito suggested that whatever the Board decides to do regarding a planning conference, it's important that the Ex-Officio members be involved in the decision.

Rona Lunde mentioned that she is also involved with the Irwindale Chamber and that they have made good use of their strategic plan. Having a moderator helped them focus on their goals and was a big benefit.

Dr. Bushman reiterated that holding a planning conference would give the Chamber the opportunity to refocus on their goals and their mission.

D. J. Jafari asked the staff what their thoughts were on possibly holding a planning session to clarify the mission of the Chamber.

Kathy Hodge, Jen Loomis and Valarie Thompsett were in agreement that it was a good idea to set goals for the Chamber and to revisit the mission of the Chamber to the business community.

Dr. Harwick suggested that a ½ day planning session be considered with a ½ day follow-up session. The goal is to ultimately end up with a useful tool that benefits the Chamber and the Chamber membership.

D. J. made the motion to do two half day planning sessions. The motion was approved by Rona Lunde and seconded by Dr. Bushman.

Miki Carpenter then asked the Board if there should be a moderator and if they had suggestions for someone other than Cynthia Peale?

Fawn Imboden suggested that it be someone familiar with the demographics and dynamics of Glendora. She suggested several other individuals that could moderate for possibly less money, and who are more familiar with Glendora. Her suggestions were Dr. Ray Rhoades or Gary LaMaster.

Anne Woods reminded everyone that a facilitator is just that, a facilitator and that too much emphasis was being placed upon whom would do it. The ultimate goal was to end up with a long-range plan to benefit the Chamber.

Miki Carpenter suggested that the Executive Committee follow up with some other individuals to act as facilitator for an upcoming planning session.

Rona Lunde made the motion for the Executive Committee to look at other possible facilitators which was seconded by Fawn Imboden.

Anne Woods asked when the upcoming planning session would take place?

Miki Carpenter suggested it take place in October in lieu of the October 15<sup>th</sup> Board meeting.

A motion to accept the new members was made by Dennis Chiappetta and seconded by Anne Woods.

Rona Lunde informed the Board that Brian Clay, 2008 Olympic Decathlon winner would be part of the Glendora Christmas Parade. Dennis Chiappetta mentioned a family in Azusa whose 11 year old child was just killed and they have no money for the funeral. If you would like to help, please make your donation to the Bank of America in Azusa. Rona Lunde then informed the Board that the Azusa Armory is looking for donations to aid the families of some 320 servicemen and women being deployed to Kozaval.

*Old Business* –No report

*There being no further business, the meeting adjourned at 9:25 am.*

*Minutes recorded by V. Thompsett*