

---

**CITY COUNCIL  
ADJOURNED  
REGULAR  
MEETING**



---

**FEBRUARY 19, 2013  
6:00 PM**

**CITY COUNCIL STUDY SESSION/WORKSHOP  
AGENDA**

**Barbara D. Kogerman, Mayor**

**Andrew Blount, Mayor Pro Tempore  
Randal Bressette, Council Member**

**Melody Carruth, Council Member  
Dore J. Gilbert, M.D., Council Member**

**Location: City Council Chamber, 24035 El Toro Road, Laguna Hills, California 92653**

**CALL TO ORDER**

Resolution No. 96-04-09-1 established rules of decorum for public meetings held by the City of Laguna Hills. Resolution No. 96-04-09-1 is available on the table at the back of the City Council Chamber.

**PLEDGE OF ALLEGIANCE: COUNCIL MEMBER BRESSETTE**

**ROLL CALL OF CITY COUNCIL MEMBERS**

**PUBLIC COMMENTS**

Any person wishing to address the City Council on any matter, whether or not it appears on this Agenda, is asked to complete a pink "Request to Speak" form available on the table at the back of the Chamber. The completed form is to be submitted to the City Clerk prior to an individual being heard by the City Council. Completion of the form is voluntary. All persons may attend the meeting regardless of whether this form is completed.

Members of the public wishing to address the City Council can do so during the Public Comments portion of the Agenda with a time limitation of three minutes per person, an overall time limit of ten minutes for any one subject, and a total time limit of thirty minutes for Public Comments. If you are commenting on an Agenda item, your comments will be heard at the time that item is scheduled on the Agenda. If you are addressing the City Council on an item not listed on the Agenda, the City Council is prohibited by law from discussing or taking any action on that item.

**1. CITY COUNCIL WORKSHOP ON MISSION, VISION, VALUES, AND CORE SERVICES**

RECOMMENDATION: THAT THE CITY COUNCIL REVIEW AND DISCUSS ITS CURRENT MISSION STATEMENT, VISION, VALUES, AND CORE SERVICES FOR THE PURPOSE OF CONFIRMING, MODIFYING OR REWRITING THEM FOR FUTURE USE AND REFERENCE.

**2. DISCUSSION OF CITY COUNCIL AGENDA PROCESSES, AGENDA SETTING PROCEDURES, AGENDA FORMAT, MEETING PROTOCOLS; CITY COUNCIL BUSINESS PRACTICES AND OPERATING PROCEDURES; AND CITY COUNCIL POLICIES, PROCEDURES, AND PROTOCOLS**

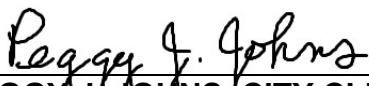
RECOMMENDATION: THAT THE CITY COUNCIL REVIEW, EVALUATE, AND DISCUSS AGENDA PROCESSES, AGENDA SETTING PROCEDURES, AGENDA FORMAT, MEETING PROTOCOLS; CITY COUNCIL BUSINESS PRACTICES AND OPERATING PROCEDURES; AND CITY COUNCIL POLICIES, PROCEDURES, AND PROTOCOLS AND CONSIDER ANY CHANGES, ADDITIONS, DELETIONS, OR MODIFICATIONS RELATED TO SAME.

**ADJOURNMENT**

The next Regular Meeting of the City Council will be February 26, 2013, at 7:00 PM, in the City Council Chamber, located at 24035 El Toro Road, Laguna Hills, California.

**CERTIFICATION**

I, PEGGY J. JOHNS, City Clerk of the City of Laguna Hills, do hereby certify that a copy of the foregoing Agenda was posted at Laguna Hills City Hall, Laguna Hills Community Center, and La Paz Center by February 15, 2013.

  
\_\_\_\_\_  
PEGGY J. JOHNS, CITY CLERK

February 15, 2013  
\_\_\_\_\_  
DATE

***In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, you should contact the office of the City Clerk at (949) 707-2635. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to assure accessibility to this meeting.***

***Materials related to an item on this Agenda submitted to the City Council after distribution of the agenda packet are available for public inspection in the City Clerk's Office at 24035 El Toro Road, Laguna Hills, California, during normal business hours.***

***City Council Members receive no additional compensation or stipend as a result of convening this workshop.***





# **City of Laguna Hills**

## **City Council Meeting Agenda**

### **Staff Report**

---

**DATE: FEBRUARY 19, 2013**

**TO: MAYOR AND COUNCIL MEMBERS**

**FROM: BRUCE E. CHANNING**  
**CITY MANAGER**

**ISSUE: CITY COUNCIL WORKSHOP ON MISSION, VISION, VALUES, AND CORE SERVICES**

---

**RECOMMENDATION: THAT THE CITY COUNCIL REVIEW AND DISCUSS ITS CURRENT MISSION STATEMENT, VISION, VALUES, AND CORE SERVICES FOR THE PURPOSE OF CONFIRMING, MODIFYING OR REWRITING THEM FOR FUTURE USE AND REFERENCE.**

---

#### **BACKGROUND:**

Two years ago, the City Council conducted a facilitated workshop for the purpose of determining and/or reaffirming the City's Mission, Vision, and Values as well as its Core Services. Provided below is a compilation of the Council's decisions from that workshop.

Now that two years have passed since the last City Council Workshop and recognizing that there are two new members on the City Council, it is appropriate for the City Council to conduct another workshop for the purpose of revisiting these two general topics and determining whether any additions, deletions, changes, modifications are warranted or desired.

#### **Mission Statement:**

High-functioning organizations are ones that have a clear and concise Mission or Statement of Purpose. It is a statement of who we are, why we exist, and above all else, what we want to keep foremost in our minds everyday as we undertake to serve our constituency.

Two years ago, the City Council wrote the following Mission Statement:

***"Provide high quality city services at an efficient cost to protect and enhance the quality of life in Laguna Hills"***

Please think about this statement and whether or not it reasonably reflects your own view of what the City's primary mission or purpose ought to be. The Council can spend time, if you wish, tweaking this statement or starting all over with the development of a new one. But if it still reads and sounds acceptable to most of you, then you can simply confirm it as our Mission Statement and move on to the discussion of Vision and Values.

### **Vision Statements:**

High-functioning organizations also have a clear vision for where they want to go and how they plan to get there. Oftentimes, expressing the collective vision for a city's future is not as difficult as agreeing upon the priority order for which of those desired future plans should be undertaken. Just as difficult, at times, can be reaching consensus on "how" to accomplish the Council's vision for the future. That said, there is nevertheless great benefit from at least having agreement on the direction we want to head toward or said differently, the future we want to help shape for our community. In the forthcoming months as the City Council deliberates on the various budget goals and priorities, more definition of our short-term operational objectives will become clear.

As has been said previously, the City's Adopted General Plan, in many respects, represents the community's collective vision for our future. It is the product of extensive public outreach, input, and feedback. But it is also a "big picture" blueprint for the future and there are many additional components to that vision-casting effort that can and should be embellished upon. Two years ago, the Council agreed upon a list of "vision statements" that they believed should "guide" the manner in which we implement the General Plan Goals and develop our Biennial Budgets. The list is as follows:

- Provide a high level of infrastructure maintenance
- Maintain significant communication with the public
- Protect and enhance the visual aspects of Laguna Hills
- Preserve and enhance economic development
- Maintain a fiscally sound structure of the city
- Maintain public safety
- Preserve the environment
- Prepare for the future
- Maintain or enhance core services

In preparation for the workshop, each department head has been asked to review their pertinent element of the General Plan and propose a value statement or two that they believe best captures the vision concept contained in that element. The City Council should review each of the above statements, receive input from staff, and determine if you would like to make any additions, deletions, changes or modifications.

### **Values:**

Values reflect how members of the organization will carry out the mission and vision. During individual interviews, the facilitator asked Council Members how they would describe the values of the City. A list was created that was then discussed at the retreat. At the end of its discussions about the City's values, the Council agreed on the following concepts:

- Small government
- Lean, efficient, competent staff with high integrity, utilizing contract services to scale services as needs require
- Promote health, wellness and a high quality of life for residents
- Provide public safety
- Preserve our heritage
- Be open and transparent with the public
- Have strong financial policies
  - Be fiscally conservative, responsible, and stable to be good stewards for the City
  - Have strong financial policies and practices pertaining to budget, forecasting trends, capital improvements and reserves
- Treat employees with respect, acknowledging that employees are the daily face of the City and expect a strong customer orientation in providing services to the public
- Provide excellent quality of services with a strong customer service orientation

In preparation for the workshop, the City Council should review the above list of values and determine if you would like to make any additions, deletions, changes, or modifications. Time will be provided for discussion around the subject of values.

### **Core City Services:**

The Council identified the services it considers to be core. "Core" was defined as the critical services that represent service priorities for the City and which, during times of cutback, would be maintained. Five service areas were identified, as follow:

- Public safety
  - Law enforcement
  - Emergency preparedness
  - School resource officers and crossing guards
  - Fire and paramedics
  - Animal services
- Community services to residents
  - Parks that are well maintained
  - Recreation
  - Youth services
- Economic development
- Land use planning and building services

- Public works
  - o Well maintained landscape corridors
  - o Protection and maintenance of infrastructure (buildings, streets, parks, and other infrastructure)

### **"Building Blocks for Success" Model**

After the Council completed its discussion of mission, vision, values, and core services, the City Manager and Assistant City Manager presented a model that they and the staff had developed to convey the organization's focus. The model is a tiered structure with the following components:

- Guiding Themes for Success
- The Foundation of What We Do (Core Services, Mission, Values)
- The Extras That Make a Difference (Civic Design, Human Investment, Capital Investment)
- How We Succeed (Governance and Leadership, Organizational Culture/Structure)
- Results and Rewards (Outcomes of the Building Blocks)

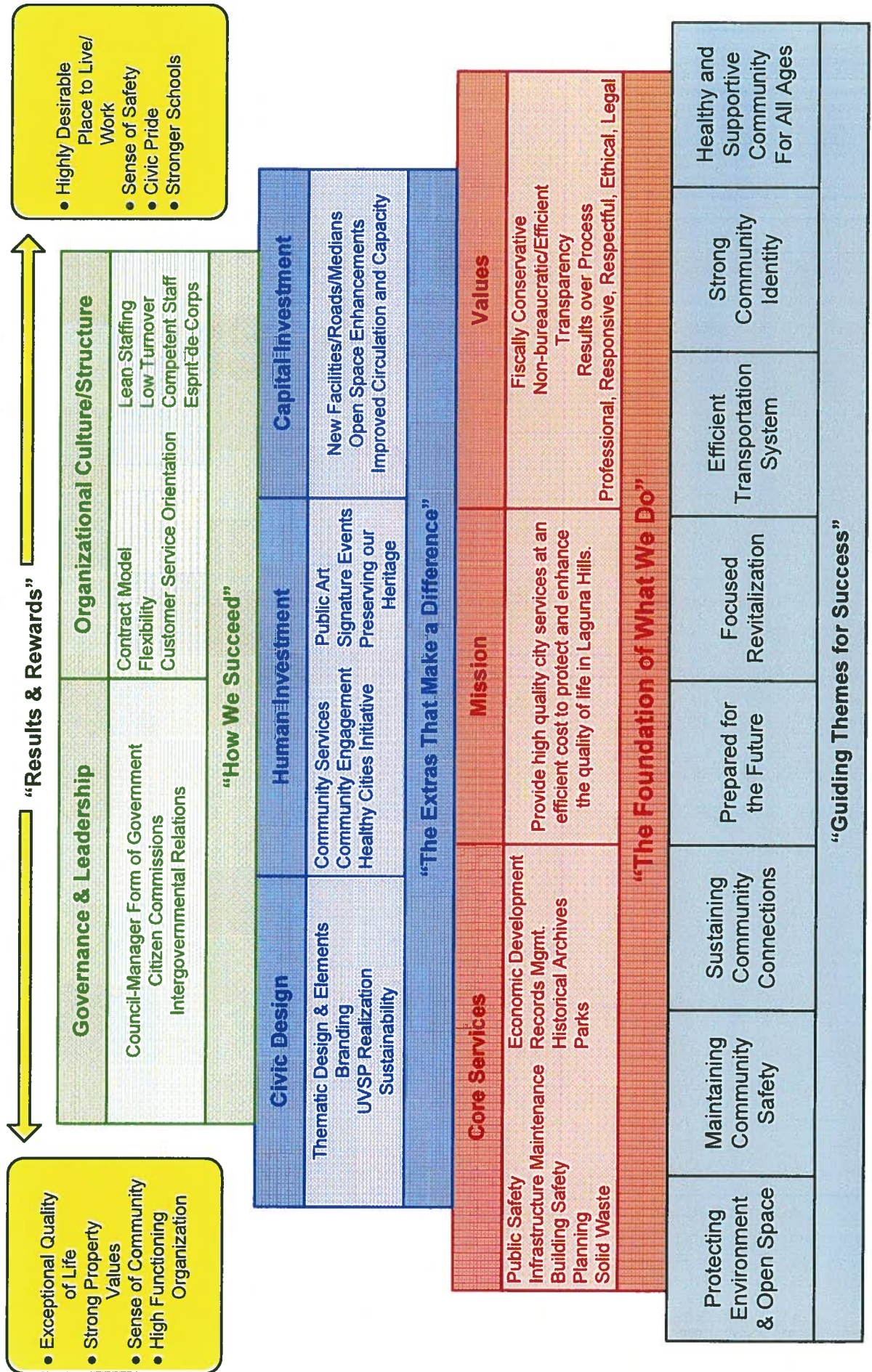
The City Manager commented that the model incorporates the same concepts that were discussed by the Council regarding mission, vision, values and core services. As a result of Council's discussion of the staff model, the Council suggested that staff add a reference to "better, safer schools" as an outcome. Additionally, the Council noted that its own vision and values should include two concepts included in the "Building Blocks for Success" model: "prepared for the future" and "preserve our heritage." There was also a comment by Council Members that the term "sustainability" in reference to the environment may be important to add to their vision or values. The Council's suggestions were incorporated along with the mission into the attached Building Block model.

### **ATTACHMENT:**

- Building Block Model



# City of Laguna Hills Building Blocks for Success







# **City of Laguna Hills**

## **City Council Meeting Agenda**

### **Staff Report**

---

**DATE: FEBRUARY 19, 2013**

**TO: MAYOR AND COUNCIL MEMBERS**

**FROM: BRUCE E. CHANNING**  
**CITY MANAGER**

**ISSUE: DISCUSSION OF CITY COUNCIL AGENDA PROCESSES, AGENDA SETTING PROCEDURES, AGENDA FORMAT, MEETING PROTOCOLS; CITY COUNCIL BUSINESS PRACTICES AND OPERATING PROCEDURES; AND CITY COUNCIL POLICIES, PROCEDURES, AND PROTOCOLS**

---

**RECOMMENDATION: THAT THE CITY COUNCIL REVIEW, EVALUATE, AND DISCUSS AGENDA PROCESSES, AGENDA SETTING PROCEDURES, AGENDA FORMAT, MEETING PROTOCOLS; CITY COUNCIL BUSINESS PRACTICES AND OPERATING PROCEDURES; AND CITY COUNCIL POLICIES, PROCEDURES, AND PROTOCOLS AND CONSIDER ANY CHANGES, ADDITIONS, DELETIONS, OR MODIFICATIONS RELATED TO SAME.**

---

#### **BACKGROUND:**

Two years ago, the City Council conducted a facilitated workshop for the purpose of determining and/or reaffirming the City Council's Policies, Procedures and routine business protocols. Provided below is the information and facilitator notes related to the Council's discussion of such matters as City Council – City Staff Relations and how individual Council Members can place a report on the City Council Meeting Agenda. Also listed for possible consideration are several other Council Policies, Procedures and Protocols pertaining to the conduct of City Council meetings and the handling of routine business matters. The Council may choose to discuss some or all of the listed items and provide staff with new direction if necessary.

#### **Council Policies and Procedures**

During individual interviews with the facilitator prior to the last workshop, Council Members identified a number of Council policies for discussion. Two of those items have been identified for renewed discussion at this workshop. The information associated with those two items is provided below. There are several other routine business practices and Council protocols that the City Council may want to review and either confirm or modify as

well. Those additional items are listed below beginning with Item No. 3.

1. *Policy for placing items on the agenda:* After discussion, the Council decided to keep the current policy, with some minor clarifications which the City Manager will make in the written document. Concerns discussed included utilization of staff time for Council generated agenda items; an interest in having a mechanism for individual Council Members to surface issues; and how items are framed on the agenda. See the Attached Policy for the City Council's adopted procedure.
2. *Communications with staff:* The City Manager and Council agreed to follow existing practices, as described below.
  - a) Council Members communicate with staff only the City Manager, Assistant City Manager or department heads. It is not appropriate for Council Members to contact staff below the department head level.
  - b) Department heads inform the City Manager of all Council Member contacts.
  - c) Council Members send a copy to the City Manager of all emails they send to department heads.
  - d) The City Manager provides the same substantive information to all Council Members.
  - e) A Council Member's request for staff assistance or information should not require more than one hour of staff time.
  - f) Council Members contact the City Manager, Assistant City Manager or a department head regarding issues or questions they have about agenda items prior to Council meetings. The purpose of this is to either answer the question in advance, or to ensure that staff can fully answer the question at a Council meeting. Council Members and staff all benefit by staff being fully prepared by knowing such issues or questions in advance. Additionally, if a Council Member can have his/her question answered prior to the meeting, it will save the time of the other Council Members and the public at the meeting.
  - g) The City Manager provides information to the City Council as soon as it is available.
  - h) Council Members let the City Manager know any information they have that they wish to be conveyed to other Council Members. The purpose of this is to ensure their colleagues are informed about matters that an individual Council Member has knowledge about and wishes to share with others.

- i) Council Members inform the City Manager when they meet with staff from another public agency. Additionally, Council Members make it clear they are not representing the City Council, unless they are in the meeting as a designated representative of the Council.
  - j) Council Members are mindful that their requests for City Attorney research or assistance costs money.
- 3. *City Council Meeting start time; conducting Closed Sessions at 6:00 PM, before the start of the Regular City Council Meeting at 7:00 PM*
- 4. *Protocol for Delivery of Agenda Binders*
- 5. *Protocol for determining the Seating of Council and Staff at the Council Dias*
- 6. *Procedure for establishing Time Limits on speakers, including Council Members*
- 7. *Procedure for setting Time Limits on Agenda Item discussions*
- 8. *Policy for Business Practices, such as Conference and Meeting attendance/cost reimbursement, and pre-meeting meals*
- 9. *Prerogatives/Authorities of the Mayor and Council Members*
- 10. *Procedure for handling the Issuance of Proclamations and Certificates of Recognition/Commendation*
- 11. *Posting of City Council Annual Goals*
- 12. *Protocol for Employee and Citizen Recognitions*
- 13. *Procedure for Responding to inquiries, complaints, requests for information*
- 14. *Policy for the use of official City stationery*
- 15. *Protocol for dealing with other matters related to the routine business practices of the City Council*

