



*Dedicated to
Satisfying our Community's
Water Needs*

**AGENDA
MESA WATER DISTRICT
BOARD OF DIRECTORS
Thursday, June 13, 2019
1350 Gisler Avenue, Costa Mesa, CA 92626
6:00 p.m. Regular Board Meeting**

**Teleconference Site:
3560 S Cherokee Street
Englewood, Colorado 80110**

**Members of the Public may attend and participate in the meeting at both locations.
Notice will be posted on door at the Teleconference Site.**

CALL TO ORDER

PLEDGE OF ALLEGIANCE

PRESENTATION TO MWDOC "WATER AWARENESS" POSTER CONTEST WINNER

COSTA MESA HIGH SCHOOL SOLAR CUP TEAM PRESENTATION

NEWPORT BEACH CHAMBER OF COMMERCE RECOGNITION

PUBLIC COMMENTS

Items Not on the Agenda: Members of the public are invited to address the Board regarding items which are not on the agenda. Each speaker is limited to three minutes. The Board will set aside 30 minutes for public comments.

Items on the Agenda: Members of the public may comment on agenda items before action is taken, or after the Board has discussed the item. Each speaker is limited to three minutes. The Board will set aside 60 minutes for public comments.

ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA

At the discretion of the Board, all items appearing on this agenda, whether or not expressly listed as an Action Item, may be deliberated and may be subject to action by the Board.

CONSENT CALENDAR ITEMS:

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

1. Approve minutes of adjourned regular Board meeting of May 2, 2019.
2. Approve minutes of special Board meeting of May 21, 2019.
3. Approve minutes of special Board meeting of May 23, 2019.
4. Approve minutes of special Board meeting of May 23, 2019.
5. Approve minutes of adjourned regular Board meeting of May 28, 2019.
6. Board Schedule:
 - Conferences, Seminars, and Meetings



- Board Calendar
 - Upcoming Community Outreach Events
7. Amend the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorize execution of the contract.
 8. Declare the 2001 Ford F-450 as surplus and authorize the General Manager to dispose of the items within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property.
 9. Approve a proclamation honoring James Ferryman for his 30 years of dedicated service and commitment to the Orange County Sanitation District.
 10. Approve the Fiscal Year 2020 attendance at Conferences, Seminars, Meetings, and Events.
 11. Amend the General Legal Services contract with Atkinson, Andelson, Loya, Ruud & Romo to revise the fee schedule, effective July 1, 2019.

ACTION ITEMS:

None

PRESENTATION AND DISCUSSION ITEMS:

None

REPORTS:

12. REPORT OF THE GENERAL MANAGER:
 - May Key Indicators Report
 - Other (no enclosure)
13. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

14. BOARD WORKSHOP FACILITATOR
15. DIRECTORS' REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)
16. OTHER (NO ENCLOSURE)

CLOSED SESSION:

17. CONFERENCE WITH LABOR NEGOTIATOR PURSUANT TO GOVERNMENT CODE 54957.6:
District Negotiator: General Manager
Employee Organization: District Employees

RETURN TO OPEN SESSION.



In compliance with California law and the Americans with Disabilities Act, if you need disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, or if you need the agenda provided in an alternative format, please contact the District Secretary at (949) 631-1206. Notification 48 hours prior to the meeting will enable Mesa Water District (Mesa Water) to make reasonable arrangements to accommodate your requests.

Members of the public desiring to make verbal comments utilizing a translator to present their comments into English shall be provided reasonable time accommodations that are consistent with California law.

Agenda materials that are public records, which have been distributed to a majority of the Mesa Water Board of Directors (Board), will be available for public inspection at the District Boardroom, 1965 Placentia Avenue, Costa Mesa, CA and on Mesa Water's website at www.MesaWater.org. If materials are distributed to the Board less than 72 hours prior or during the meeting, the materials will be available at the time of the meeting.

**ADJOURN TO A REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, JULY 11, 2019
AT 6:00 P.M.**



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, May 2, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Adjourned Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order on May 2, 2019, at 6:07 p.m. by President Dewane at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Atkinson led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President
Jim Atkinson, Director
Fred R. Bockmiller, P.E., Director
James R. Fisler, Director

Directors Absent

Marice H. DePasquale, Vice President

Staff Present

Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P.E., Assistant General Manager
Wendy Duncan, Records Management Specialist/
Acting District Secretary
Marwan Khalifa, CPA, MBA, Chief Financial Officer/
District Treasurer
Stacie Sheek, Customer Services Manager
Stacy Taylor, External Affairs Manager
Tracy Manning, Water Operations Manager
Celeste Carrillo, Public Affairs Coordinator
Brittany Erdman, Department Assistant
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

Others Present

Stacey Jones, Founder and President, La Voz Marketing

PROTOS AWARD PRESENTATION

External Affairs Manager Taylor introduced La Voz Marketing Founder and President Stacey Jones who assisted with the I Heart Mesa Water event. The community outreach event was recognized by Orange County's Public Relations Society of America (OCPRSA) and Mesa Water District was awarded the 2018 PROTOS Award for Special Events and Observances.

Photographs were taken.

PUBLIC COMMENTS

President Dewane asked for public comments on items not on the agenda.

There were no comments and President Dewane proceeded with the meeting.

ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA

General Manager Shoenberger announced that an item arose after the May 2, 2019 agenda was posted. GM Shoenberger recommended adding Item 10A – Orange County Local Agency Formation Commission Regular and Alternate Special District Member Seats Election. There were no objections.

GM Shoenberger recommended an addition to Item 7 of the Consent Calendar, to bring back to the Board the final meter contract and payment terms at a future Board meeting. There were no objections.

CONSENT CALENDAR ITEMS:

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

Director Bockmiller pulled Item 2 for discussion. There were no objections.

1. Approve minutes of regular Board meeting of April 11, 2019.
2. Approve minutes of special Board meeting of April 16, 2019.
3. Approve minutes of special Board meeting of April 22, 2019.
4. Approve minutes of special Board meeting of April 22, 2019.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
 - Upcoming Community Outreach Events
7. Designate Badger Meter Equipment and Software as the Mesa Water Standard; implement Option No. 2 with Option 1B as a Pilot Program; re-evaluate the Full Automated Meter Reader (AMR) System Costs and Potential Adoption in 5-Years; perform a Meter Reading Route Optimization Assessment; update Mesa Water's Standard Specifications and Standard Drawings for Water Service for Meter Technology Standardization; bring back to the Board an AMR opt-in plan for non-high users; and convert to an 18-year Meter Replacement Frequency Cycle.
8. Approve funding the Other Post-Employment Benefits Trust with annual \$110,000 contributions over the next five fiscal years for a total of \$545,000.
9. Receive the Quarterly Training Report for January 1, 2019 – March 31, 2019.

President Dewane asked for public comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by Director Atkinson, to approve Items 1 and 3 – 9 of the Consent Calendar. Motion passed 4-0-1, with Vice President DePasquale absent.

Item 2 – Approve minutes of special Board meeting of April 16, 2019.

Staff responded to questions from Director Bockmiller regarding the April 16, 2019 minutes.

President Dewane asked for public comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by Director Atkinson, to approve Item 2 of the Consent Calendar to amend the April 16, 2019 minutes to include to convert to an 18-year Meter Replacement Frequency Cycle and to bring the Final Meter Contract and Payment Terms to the Board of Directors at a future Board meeting. Motion passed 4-0-1, with Vice President DePasquale absent.

ACTION ITEMS:

10. PROCLAMATION HONORING WAYNE S. OSBORNE:

President Dewane asked for public comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by Director Atkinson, to approve a proclamation honoring Wayne S. Osborne for his dedicated service and commitment to the Municipal Water District of Orange County. Motion passed 4-0-1, with Vice President DePasquale absent.

ITEM 10A - ORANGE COUNTY LOCAL AGENCY FORMATION COMMISSION REGULAR AND ALTERNATE SPECIAL DISTRICT MEMBER SEATS ELECTION:

President Dewane asked for public comments. There were no comments.

MOTION

Motion by President Dewane, second by Director Atkinson, to nominate James R. Fisler to the regular special district member seat on the Orange County Local Agency Formation Commission and authorize President Shawn Dewane to be the voting delegate and Vice President Marice H. DePasquale as the alternate for the Special District Member Seats Election.

PRESENTATION AND DISCUSSION ITEMS:

None.

REPORTS:

11. REPORT OF THE GENERAL MANAGER:

- April Key Indicators Report
- Other (no enclosure)

12. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

13. DIRECTORS' REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

14. OTHER (NO ENCLOSURE)

President Dewane adjourned the meeting at 7:16 p.m. to an Adjourned Regular Board Meeting scheduled for Tuesday, May 28, 2019 at 3:30 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary

Sharon D. Brimer, Recording Secretary

Unapproved



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Tuesday, May 21, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

ENGINEERING AND OPERATIONS COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on May 21, 2019 at 3:30 p.m. by Chairman Bockmiller at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Water Operations Manager Manning led the Pledge of Allegiance.

Directors Present

Marice H. DePasquale, Vice President
Jim Atkinson, Director
Fred R. Bockmiller, P.E., Director, Chair

Directors Absent

Shawn Dewane, President
James R. Fisler, Director

Staff Present

Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Stacie Sheek, Customer Services Manager
Tracy Manning, Water Operations Manager

Others Present

None

PUBLIC COMMENTS

There was no public present.

CONSENT CALENDAR ITEMS:

1. Developer Project Status Report
2. Mesa Water and Other Agency Projects Status Report
3. Water Quality Call Report
4. Committee Policy & Resolution Review
5. Water Operations Status Report

MOTION

Motion by Director Atkinson, second by Vice President DePasquale, to approve Items 1 – 5 of the Consent Calendar. Motion passed 3-0-2, with President Dewane and Director Fisler absent.

ACTION ITEMS:

- 6. Elite Customer Service

Motion

Motion by Director Atkinson, second by Vice President DePasquale, to add to the next regular Board meeting Consent Calendar amendment of the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorization to execute the contract. Motion passed 3-0-2, with President Dewane and Director Fisler absent.

PRESENTATION AND DISCUSSION ITEMS:

None.

REPORTS:

- 7. Report of the General Manager
- 8. Directors' Reports and Comments

INFORMATION ITEMS:

None.

The Board meeting was adjourned at 4:05 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, May 23, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

FINANCE COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on May 23, 2019 at 3:30 p.m. by Chairman Fisler at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Bockmiller led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President
Marice H. DePasquale, Vice President
Jim Atkinson, Director
Fred R. Bockmiller, P.E., Director
James R. Fisler, Director, Chair

Directors Absent

None

Staff Present

Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Wendy Duncan, Records Management Specialist/
Assistant District Secretary
Marwan Khalifa, CPA, MBA, Chief Financial Officer
Stacy Taylor, External Affairs Manager

Others Present

John Lewis, President, Lewis Consulting Group

PUBLIC COMMENTS

There were no comments on non-agendized topics.

CONSENT CALENDAR ITEMS:

Director Bockmiller pulled Item 1 for discussion. There were no objections.

1. Accounts Paid Listing
2. Monthly Financial Reports
3. Major Staff Projects
4. Committee Policy & Resolution Review
5. Fiscal Year 2019 Third Quarter Financial Update

MOTION

Motion by Director Bockmiller, second by Vice President DePasquale, to approve Items 2 – 5 of the Consent Calendar. Motion passed 5-0.

Staff responded to questions from the Board regarding the Accounts Paid Listing.

MOTION

Motion by Director Bockmiller, second by Vice President DePasquale, to approve Item 1 of the Consent Calendar. Motion passed 5-0.

ACTION ITEMS:

6. Surplus Property

MOTION

Motion by President Dewane, second by Vice President DePasquale, to add to the next regular Board meeting Consent Calendar declaration of the 2001 Ford F-450 as surplus and authorization for the General Manager to dispose of the items within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property. Motion passed 5-0.

PRESENTATION AND DISCUSSION ITEMS:

None.

REPORTS:

7. Report of the General Manager
8. Directors' Reports and Comments

INFORMATION ITEMS:

None.

The Board meeting was adjourned at 3:34 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary

Unapproved



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, May 23, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

LEGISLATIVE & PUBLIC AFFAIRS COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on May 23, 2019 at 3:36 p.m. by Chairwoman DePasquale at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

Directors Present

Shawn Dewane, President
Marice H. DePasquale, Vice President, Chair
Jim Atkinson, Director
Fred R. Bockmiller, P.E., Director
James R. Fidler, Director

Directors Absent

None

Staff Present

Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Wendy Duncan, Records Management Specialist/
Assistant District Secretary
Stacy Taylor, External Affairs Manager
Celeste Carrillo, Public Affairs Coordinator

Others Present

John Lewis, President, Lewis Consulting Group

PUBLIC COMMENTS

There were no comments on non-agendized topics.

CONSENT CALENDAR ITEMS:

Director Fidler pulled Item 1 for discussion. There were no objections.

1. State Advocacy Update
2. Outreach Update

External Affairs Manager Taylor provided a brief update on State Advocacy.

MOTION

Motion by President Dewane, second by Director Atkinson, to approve Items 1 – 2 of the Consent Calendar. Motion passed 5-0.

ACTION ITEMS:

None.

PRESENTATION AND DISCUSSION ITEMS:

3. Orange County Update

External Affairs Manager Taylor introduced Lewis Consulting Group President John Lewis who proceeded with the Orange County Update.

Mr. Lewis responded to questions from the Board and they thanked him for the update.

REPORTS:

4. Report of the General Manager

5. Directors' Reports and Comments

INFORMATION ITEMS:

None.

The Board meeting was adjourned at 3:58 p.m., in memory of Director Bockmiller's brother-in-law Douglas Byron Parker – a veteran of the US Air Force, a volunteer Fire Fighter, and a loving husband.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Tuesday, May 28, 2019
1350 Gisler Avenue, Costa Mesa, CA 92626
3:30 p.m. Adjourned Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order on May 28, 2019 at 3:35 p.m. by President Dewane at the Mesa Water Reliability Facility, located at 1350 Gisler Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Bockmiller led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President
Marice H. DePasquale, Vice President
Jim Atkinson, Director
Fred R. Bockmiller, P.E., Director
James R. Fislser, Director

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Marwan Khalifa, CPA, MBA, Chief Financial Officer/
District Treasurer
Stacie Sheek, Customer Services Manager
Stacy Taylor, External Affairs Manager
Syndie Ly, Human Resources Manager
Kurt Lind, Business Administrator
Anthony Phou, Controller
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

Others Present

None

PUBLIC COMMENTS

President Dewane asked for public comments on items not on the agenda.

There were no comments and President Dewane proceeded with the meeting.

ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA

General Manager Shoenberger offered there were no items to be added, removed, or reordered on the agenda.

ACTION ITEMS:

1. PROPOSED FISCAL YEAR 2020 BUDGET:

President Dewane introduced GM Shoenberger who provided a brief overview of the topic and then introduced CFO Khalifa. Mr. Khalifa proceeded with a presentation that highlighted the following:

- Board's Strategic Plan Goals & Targets
- Budget Assumptions
- FY2020 Proposed Budget
- Designated Funds
- Debt Service Coverage Ratio
- Debt Service Payments
- Actual/Budgeted Water Production (Acre Feet)
- Operating Expenses by Department as a Percentage
- Capital Replacement & Refurbishment
- District Memberships
- Board Conferences & Seminars
- Community Outreach
- FY2020 Budget Summary

Mr. Khalifa responded to questions from the Board and they thanked him for the presentation.

President Dewane asked for public comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by President Dewane, to approve the Proposed Fiscal Year 2020 Budget.

REPORTS:

2. REPORT OF THE GENERAL MANAGER
3. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

4. OTHER (NO ENCLOSURE)

President Dewane adjourned the meeting at 4:36 p.m. to a Regular Board Meeting scheduled for Thursday, June 13, 2019 at 6:00 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary

Unapproved

2019 CONFERENCES, SEMINARS, AND MEETINGS:

June 24 - 26, 2019	
SWMOA 2019 Annual Symposium	
Riverside, CA	
June 26 - 28, 2019	
California United Water Conference	<i>Atkinson</i>
Auburn, CA	
August 14 - 16, 2019	
Urban Water Institute Annual Conference	<i>Atkinson</i>
San Diego, CA	
September 10 - 13, 2019	
CAJPA Conference	<i>Bockmiller (tentative)</i>
South Lake Tahoe, CA	
September 25 - 28, 2019	
CSDA Annual Conference	
Anaheim, CA	
December 2 - 6, 2019	
ACWA/JPIA Fall Conference	<i>Bockmiller</i>
San Diego, CA	
December 11 - 13, 2019	
Colorado River Water Users Association Conference	
Las Vegas, NV	

June 2019

June 2019							July 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1		1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31			
30													

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
May 26	27	28	29	30	31	Jun 1
2	3 8:30am MWDOC Planning & Operations Committee (Conference Room 101) 9:00am MWDOC Special Board Meeting (Conference Room 101)	4 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 8:30am ACWA JPIA Executive Committee Meeting (FB) (Executive) 12:00pm Executive Committee Meeting (Upstairs Conference Room) 5:45pm Costa Mesa City Council	5 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 9:00am MWDOC Special Board Meeting (MWDOC/OCWD) 11:30am Costa Mesa Chamber of Commerce Event (3101 Red Hill Ave.) 5:30pm OCWD Board Meeting (OCWD)	6 5:30pm ICRE 2019 Field Research Symposium (MWRP, 1350 Gisler Avenue, Costa Mesa)	7 Pay Period Ends 7:30am WACO Meeting (MWDOC/OCWD Boardroom)	8 5:30pm Environmental Nature Center Summer Event (JF) (1601 E. 16th Street, Newport Beach)
9	10 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	11 7:30am OCBC Infrastructure Committee Meeting (MD) (OCBC Conference Room at 2 Park Plaza, Suite 125) 1:00pm 5th Grade Assembly (Adams Elementary School, 2850 Clubhouse Road, Costa Mesa)	12 Payday 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of) 8:30am MWDOC Admin. & Finance 11:30am CM Chamber Event (Costa)	13 3:30pm Flag Day Event (1965 Placentia Avenue, Costa Mesa) 4:00pm CANCELED CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (MWRP)	14	15
16	17 8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	18 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Upstairs Conference Room) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa)	19 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	20 8:30am MWDOC Executive Committee Meeting (Conference Room 102) 11:30am OC Water Reuse Meeting (Trabuco Canyon Water District)	21 Pay Period Ends 5:00pm MCWRA Meet and Greet (6850 Green Leaf Drive, Placentia)	22
23	24 9:00am ACWA/JPIA Employee Benefits Program Meeting (FB) (Executive) 1:00pm ACWA JPIA Executive Committee Meeting (FB) (Executive) 3:30pm Finance/LPAC Meeting 5:00pm IRWD Board Meeting (15600)	25 SWMOA 2019 Annual Symposium (Riverside, CA)	26 Payday 6:00pm OCSD Board Meeting - JF (10844 Ellis Avenue, Fountain Valley)	27 11:30am ISDOC Quarterly Event (MD) CA United Water Conference (Auburn, CA) 5:30pm ACC-OC Event (15 Riparian Way, Irvine 92612)	28	29
30	Jul 1	2	3	4	5	6

July 2019

July 2019							August 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
7	1	2	3	4	5	6	4	5	6	7	1	2	3
14	8	9	10	11	12	13	11	12	13	14	8	9	10
21	15	16	17	18	19	20	18	19	20	21	15	16	17
28	22	23	24	25	26	27	25	26	27	28	22	23	24
	29	30	31								29	30	31

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jun 30	Jul 1 8:30am MWDOC Planning & Operations Committee (Conference Room 101)	2 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Panian Conference Room) 5:45pm Costa Mesa City Council Meeting	3 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	4 District Holiday	5 Pay Period Ends 7:30am R/S to 7/12 WACO Meeting (MWDOC/OCWD Boardroom)	6
7	8 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	9 7:30am OCBC Infrastructure Committee Meeting (OCBC Conference Room at 2 Park Plaza, Suite 125 Irvine, 92614)	10 Payday 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of Administration 10 Civic Center Plaza Santa Ana, CA 92701) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event	11 4:00pm CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (Boardroom)	12 7:30am R/S from 7/5 WACO Meeting (MWDOC/OCWD Boardroom)	13
14	15 8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	16 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Boardroom) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	17 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	18 8:30am MWDOC Executive Committee Meeting (Conference Room 102)	19 Pay Period Ends 8:00am City Districts Liaison Committee Meeting (CMSD, 290 Paularino Avenue, Costa Mesa)	20
21	22 3:30pm Finance/LPAC Meeting (Boardroom) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	23	24 Payday 8:30am MWDOC/OCWD Jt. Planning (MWDOC/OCWD Boardroom)	25	26	27
28	29	30 9:00am ACWA Region 10 Program: The Human Right to Water and Water Agency Collaborations to Achieve the Goal (26772 Avery Parkway, Mission Viejo)	31 6:00pm Community Chat Division 5 - SD (Kaiser Elementary School; 2130 Santa Ana Avenue Costa Mesa, CA 92627)	Aug 1	2	3

August 2019

August 2019							September 2019							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	
					1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14	
11	12	13	14	15	16	17	15	16	17	18	19	20	21	
18	19	20	21	22	23	24	22	23	24	25	26	27	28	
25	26	27	28	29	30	31	29	30						

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jul 28	29	30	31	Aug 1	2	3
					Pay Period Ends 7:30am WACO Meeting (MWDOC/OCWD Boardroom)	8:30am Community Chat Division 5 - SD (Pinkley Park; 360 East Ogle Street Costa Mesa, CA 92627)
4	5	6	7	8	9	10
	8:30am MWDOC Planning & Operations Committee (Conference Room 101)	7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Panian Conference Room) 5:45pm Costa Mesa City Council Meeting	Payday 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 1:00pm ACWA Groundwater Committee Meeting (JA) (ACWA Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom) 6:00pm Community Chat - Division 3 - MD (Mesa Water Reliability Facility)	1:00pm ACWA Water Quality Committee Meeting (JA) (ACWA Boardroom, Sacramento) 4:00pm CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (Boardroom)	10:00am ACWA Energy Committee Meeting - FB (TBD)	8:30am Community Chat Division 3 - MD (Shiffer Park; 3143 Bear Street Costa Mesa, CA 92626)
11	12	13	14	15	16	17
	5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	7:30am OCBC Infrastructure Committee Meeting (OCBC Conference Room at 2 Park Plaza, Suite 125 Irvine, 92614) 6:00pm Community Chat Division 4 - JA (College Park Elementary School; 2380 Notre Dame Road Costa Mesa, CA 92626)	Urban Water Institute's 26th Annual Conference (San Diego, CA) 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of Administration 10 Civic Center Plaza Santa Ana, CA 92701) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event	8:30am MWDOC Executive Committee Meeting (Conference Room 102) 11:30am OC WaterReuse 10th Year Anniversary	Pay Period Ends	8:30am Community Chat Division 4 - JA (Vanguard University Scott Academic Center Room #227; 55 Fair Drive Costa Mesa, CA 92626)
18	19	20	21	22	23	24
	8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Boardroom) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	Payday 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom) 6:00pm Community Chat Division 1 - FB (Mesa Water District Boardroom)			8:30am Community Chat Division 1 - FB (Costa Mesa Historical Society; 1870 Anaheim Avenue Costa Mesa, CA 92627)
25	26	27	28	29	30	31
	3:30pm Finance/LPAC Meeting (Boardroom) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)		6:00pm Community Chat Division 2 - JF (Mesa Verde United Methodist Church Fellowship Hall; 1701 Baker Street Costa Mesa, CA 92626)		Pay Period Ends	



MesaWater
DISTRICT®

UPCOMING COMMUNITY OUTREACH EVENTS

Event:	Date & Time:	Location:
Concerts in the Park	Tuesdays July 9, 16, 23, 30, 2019 Preshow – 5:00 p.m. Music – 6:00 p.m.	Fairview Park 2501 Placentia Avenue Costa Mesa, CA 92626



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MEMORANDUM

TO: Board of Directors
FROM: Stacie Sheek, Customer Services Manager
DATE: June 13, 2019
SUBJECT: Elite Customer Service

RECOMMENDATION

Amend the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorize execution of the contract.

The Engineering and Operations Committee reviewed this item at its May 21, 2019 meeting and recommends Board approval.

STRATEGIC PLAN

Goal #5: Attract and retain skilled employees.
Goal #6: Provide outstanding customer service.

PRIOR BOARD ACTION/DISCUSSION

At its July 14, 2016 meeting, the Board of Directors (Board) awarded a contract to Moran Consulting, Inc. (Moran) for \$99,043 and a 10% contingency for a total not-to-exceed amount of \$108,947 to develop and provide elite customer service training at Mesa Water District (Mesa Water®).

At its April 13, 2017 meeting, the Board amended the professional services contract with Moran for \$145,300 and a 10% contingency for a total not-to exceed amount of \$159,830 to develop an elite customer service program to be implemented District-wide.

At its August 10, 2017 meeting, the Board received a presentation on the performance tools to be implemented for measuring and elevating customer service to an elite level.

At its April 12, 2018 meeting, the Board received a presentation on an overview of the Customer Service Department Activity and recommendations for improvements to elevate customer service to an elite level.

At its August 9, 2018 meeting, the Board received a presentation on the first Customer Service Audit; and amended the professional services contract with Moran for \$94,650 for a total not-to-exceed amount of \$338,993 to perform customer service quarterly audits and provide supporting elite customer service training.

At its March 7, 2019 workshop, the Board received a presentation on the second Customer Service Audit.

DISCUSSION

In 2016, Moran Consulting, Inc. (Moran) was selected through a competitive bid process to



evaluate Mesa Water's customer service processes. Based on their findings, Moran developed and implemented a training program to elevate customer service to an elite level. To ensure this high level of customer service continues to be provided by Mesa Water, an accountability program that includes routine audits and additional training was also developed.

To measure the strength of key performance indicators that have been identified as most important to the customer, Moran has completed the first and second quarter audits for Fiscal Year 2019. The audits consist of analyzing data collected from the following key performance indicators:

- Customer Satisfaction
- First Call Resolution
- Call Quality
- Speed to Access
- Call Abandonment

Overall scores of 88% and 87% were achieved for the first and second quarter audits, respectively. The aggregate Fiscal Year 2018 score was 81%. These scores indicate an upward trend in the level of service provided by Mesa Water's staff. The District is focused on achieving an Elite Customer Service score of at least 90%.

Over the course of the past two audits, a gold performance level was achieved and maintained in overall Customer Satisfaction which is based on customer feedback provided via phone and walk-in surveys. In the second quarter audit, staff achieved a gold performance level for the first time in overall Call Quality which is based on the Customer Services Manager's review and evaluation of recorded customer phone calls and validated further by Mesa Water's third party auditor.

In addition to identifying and mitigating challenges associated with Mesa Water's goal of progressing to an elite customer service performance level, Moran will continue to perform quarterly audits and monthly training to the Customer Service staff to ensure long-term success.

In support of the Mesa Water District Strategic Plan, the Board's goal is to provide outstanding customer service. This helps to enhance and promote the customer experience, satisfaction, and communication, with both internal and external stakeholders. Through the recent elite customer service excellence initiative, the following improvements were achieved:

- Increase in overall efficiency and customer service/satisfaction by 20%, with a reduction in resources.
- Improved call quality by 22 %.
- Increased First Call Resolution by 7 % while reducing call duration.

Additionally, over the next 12-months Moran will facilitate a 2-day training for new hires and assist with implementation and training for the new phone system.

Staff recommends that the Board consider amending the professional services contract with Moran for an additional \$92,348 for a total amount not to exceed \$431,341. Moran Consulting Inc.'s Scope of Work and Cost Proposal is available upon request.



FINANCIAL IMPACT

In Fiscal Year 2019, \$94,650 is budgeted for Elite Customer Service; \$87,785 has been spent to date. Requested funding of \$92,348 will be included in the proposed Fiscal Year 2020 Budget.

	<u>Project Estimate Amounts</u>	<u>Project Cost Amounts</u>
Initial Project Estimate (FY 2017)	\$ 99,043	
Original Contract		\$ 99,043
Amendment #1		\$ 145,300
Amendment #2		\$ 94,650
Amendment #3		\$ 92,348
Revised Contract		<u>\$ 431,341</u>
Actual Spent to Date		\$ 298,324
Revised Project Estimate	\$ 431,341	

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Marwan Khalifa, CPA, MBA, Chief Financial Officer
DATE: June 13, 2019
SUBJECT: Surplus Property

RECOMMENDATION

Declare the 2001 Ford F-450 as surplus and authorize the General Manager to dispose of the items within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property.

The Finance Committee reviewed this item at its May 23, 2019 meeting and recommends Board approval.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION/DISCUSSION

At its June 21, 2018 meeting, the Finance Committee adopted Resolution No. 1513 Updating the Rules and Regulations for Disposal of Surplus Property of Mesa Water District Superseding Resolution No. 1463.

This resolution updates the rules and regulations for the disposal of property that Mesa Water determines as no longer necessary to carry out the powers and the purposes of the District to meet present or future needs. Further, Resolution No. 1513 requires all surplus personal property, regardless of the amount, to be approved by the Board prior to disposition. The resolution also specifies that the General Manager, acting in the best interest of the District, may use any of the prescribed methods approved by the Board for disposal of the assets.

DISCUSSION

This document serves as the written report of the disposal of Surplus Personal Property, including the manner of disposal utilized, which is provided to the Board prior to disposition.

All proposed surplus items were either expensed at the time of purchase or have no undepreciated book value.

Unit 24 – 2001 Ford F-450 (VIN –1FDXF46S51EB67855)

Unit 24 is eighteen (18) years old and is assigned as a valve truck. The truck has not been used recently and is awaiting disposal. The unit currently has 71,745 miles. The original acquisition cost was \$33,487.

“Disposal by Donation” has been chosen as the method of disposal. Staff will donate Unit 24 to Paradise Irrigation District in order to support and show solidarity to the Paradise community.

FINANCIAL IMPACT

None.



ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, External Affairs Manager
DATE: June 13, 2019
SUBJECT: Proclamation Honoring James Ferryman

RECOMMENDATION

Approve a proclamation honoring James Ferryman for his 30 years of dedicated service and commitment to the Orange County Sanitation District.

The Executive Committee reviewed this item at its June 4, 2019 meeting and recommends Board approval.

STRATEGIC PLAN

Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

Director James Ferryman of the Costa Mesa Sanitary District (CMSD) will be honored -- on Wednesday, June 26, 2019, at 6:00 p.m. -- for his 30 years of service on the Orange County Sanitation District (OCSD) Board of Directors, where he also served as Chairman from 2006 to 2008, and as Vice Chairman from 2004 to 2006. Mesa Water District's Director Fisler will present the proclamation to Director Ferryman at OCSD on June 26th.

Director Ferryman is a long-time public servant who served on the CMSD Board since 1988, where he currently serves as President (having also served as CMSD Board President from 1994-1998, and in 2005). Director Ferryman also has a long history of community involvement, including as past President of the Newport-Mesa Unified School District in 1998, and he was chosen as the Costa Mesa Chamber of Commerce's "Man of the Year" in 1992.

Throughout his career, Director Ferryman has been a leader in environmental protection service, and he currently serves as Chairman of the National Water Research Institute. He is also on the Executive Board of the Santa Ana River Flood Protection Agency.

A graduate of Costa Mesa High School, Director Ferryman earned his Bachelor of Science in Industrial Management from San Jose State University, where he also played football. Director Ferryman is a successful businessman in residential, commercial, and investment real estate, where he is currently the President of the Howard James Company.

FINANCIAL IMPACT

None.



ATTACHMENTS

Attachment A: Draft Proclamation

A Celebration to Honor the Leadership of James Ferryman

Whereas, James Ferryman has served on the Board of Directors of the Orange County Sanitation District (OCSD), as a representative of the Costa Mesa Sanitary District, for 30 years, including his service as Chairperson from 2006 to 2008, and as Vice Chairperson from 2004 to 2006; and

Whereas, with his long-standing service to OCSD, Director Ferryman has overseen the completion and commissioning of the initial Groundwater Replenishment System (GWRS), the world's largest water purification plant, which provides safe, reliable, high-quality, and locally controlled drought-resilient water to Orange County residents; and,

Whereas, Director Ferryman provided guidance to move forward with the GWRS final expansion, to be online in 2023, thus increasing the GWRS water production from 100 million gallons per day to about 130 million gallons per day; and

Whereas, with his leadership, Director Ferryman, guaranteed the successful upgrade of OCSD's facilities to full secondary treatment to ensure the highest quality of water is released into the ocean and for the GWRS; and

Whereas, Director Ferryman has also served on numerous OCSD committees and represented OCSD with the California Association of Sanitation Agencies, California Special Districts Association, and the Orange County Council of Governments.

NOW THEREFORE, BE IT RESOLVED that the Board of Directors of Mesa Water District hereby recognizes and honors you for your 30 years of dedicated service and commitment to the Orange County Sanitation District.

Shawn Dewane, President

Marice H. DePasquale, Vice President

June 13, 2019

Jim Atkinson, Director

Fred R. Bockmiller, P.E., Director

James R. Fisler, Director



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: June 13, 2019
SUBJECT: Attendance at Conferences, Seminars, Meetings, and Events

RECOMMENDATION

Approve the Fiscal Year 2020 attendance at Conferences, Seminars, Meetings, and Events.

The Executive Committee reviewed this item at its June 4, 2019 meeting and recommends Board approval.

STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

For the Board of Directors (Board) review and consideration, the following Proposed List of attendance considerations is based on Director attendance over the past four years and is in accordance with Ordinance No. 29, adopted February 14, 2019:

1. Mesa Water Events, Meetings, and Trainings:
 - a. Board of Directors meetings
 - b. Legally required training
 - c. Mesa Water Director meetings with the General Manager or staff
 - d. Mesa Water Director meetings with other Mesa Water Directors
 - e. Mesa Water Director meetings with rate payers (residential or business)
 - f. Presentation of resolutions and proclamations
 - g. Various employee events
 - h. Various public outreach events
 - i. Water Issues Study Group meetings
 - j. Water Use Efficiency events/workshops
2. Conferences, Functions, Meetings, Programs, Seminars, Summits, and Symposiums of the following Agencies, Organizations, and/or Representatives Concerning or Relating to Water, Governmental or Environmental Matters or Issues:
 - a. Activist and Community Groups



- b. American Membrane Technology Associations
- c. American Water Works Association
- d. American Water Works Association California-Nevada Section
- e. Association of California Cities Orange County
- f. Association of California Water Agencies
- g. Association of California Water Agencies Joint Powers Insurance Authority
- h. The Bond Buyer
- i. [Building Industry Association of Southern California, Orange County Chapter \(BIA/OC\)](#)
- j. CalDesal
- k. California Association Local Agency Formation Commissions
- l. California Data Collaborative
- m. [California Joint Powers Authority](#)
- n. California Joint Powers Insurance Authority
- o. California Municipal Treasurers Association
- p. California Special Districts Association
- q. California State Water Resources Control Board
- r. California Water Policy
- s. Chapman University
- t. City of Costa Mesa
- u. City of Newport Beach
- v. C.J. Segerstrom and Sons, LLC
- w. Colorado River Water Users Association
- x. Costa Mesa Chamber of Commerce
- y. Costa Mesa Historical Society
- z. Costa Mesa Foundation
- aa. Costa Mesa Sanitary District
- bb. Costa Mesa-Newport Harbor Lions Club
- cc. Costa Mesans for Responsible Government
- dd. Environmental Nature Center
- ee. Federal, State, and Local Elected Officials
- ff. Foundation for Cross-Connection Control & Hydraulic Research
- gg. Global Water Intel
- hh. Green Technology
- ii. Harvard Senior Executives in State and Local Government Curriculum
- jj. Independent Special Districts of Orange County
- kk. Institute for Conservation Research and Education
- ll. Law Seminars International
- mm. [The Lincoln Club](#)
- nn. Homeowners Associations
- oo. Metropolitan Water District of Southern California
- pp. [Mountain Counties Water Resources Association](#)
- qq. Municipal Water District of Orange County
- rr. National Water Quality Monitoring Council
- ss. National Water Resources Association
- tt. Neighborhood Community Associations
- uu. Newport Beach Chamber of Commerce
- vv. Newport-Mesa Unified School District



- ww. Orange County Business Council
- xx. Orange County Council of Governments
- yy. Orange County Fair and Event Center
- zz. Orange County Forum
- aaa. Orange County Local Agency Formation Commission
- bbb. Orange County Water Association
- ccc. Orange County Water District
- ddd. Other Government Agencies
- eee. Public Utility Elected Officials
- fff. Public-Private Partnership Conference (P3C)
- ggg. Residents For Responsible Desalination
- hhh. Santa Ana Watershed Project Authority
- iii. Save Our Youth
- jjj. [Skytop Strategies](#)
- kkk. South Coast Metro Alliance
- lll. South Coast Plaza
- mmm. Southern California Water Coalition
- nnn. Southwest Membrane Operator Association
- ooo. [Stanford University Hoover Institution Summer Policy Boot Camp \(HISPBC\)](#)
- aaa. Taxpayers Groups
- bbb. University of California, Irvine
- ccc. Urban Water Institute, Inc.
- ddd. Vanguard University
- eee. Water Advisory Committee of Orange County
- fff. [Water Environment Federation's Technical Exhibition and Conference \(WEFTEC\)](#)
- ggg. Water Research Foundation
- hhh. WateReuse
- iii. WaterNow Alliance
- jjj. [Wharton Executive Education](#)
- iii. Youth Employment Service

FINANCIAL IMPACT

The costs associated with Director attendance at the events listed above have been budgeted for Fiscal Year 2020.

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: June 13, 2019
SUBJECT: General Legal Services

RECOMMENDATION

Amend the General Legal Services contract with Atkinson, Andelson, Loya, Ruud & Romo to revise the fee schedule, effective July 1, 2019.

The Executive Committee reviewed this item at its June 4, 2019 meeting and recommends Board approval.

STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

At its June 23, 2009 meeting, the Board of Directors (Board) approved an approximate 7.5% increase in hourly rates for legal services to the firm of Bowie, Arneson, Wiles & Giannone.

At its August 14, 2014 meeting, the Board approved a request from Bowie, Arneson, Wiles & Giannone for adjustment of general legal services rates.

At its October 21, 2016 meeting, after an extensive selection process, the Board retained the firm of Bowie, Arneson, Wiles & Giannone as Mesa Water District's (Mesa Water®) General Legal Counsel Services and authorized the General Manager to sign a five-year contract, which included key staff provisions for the firm to follow.

At its December 19, 2017 meeting, the Engineering and Operations (E&O) Committee approved a general legal services contract agreement with Atkinson, Andelson, Loya, Ruud & Romo, effective January 1, 2018, on the same terms entered into with Bowie, Arneson, Wiles & Giannone in 2016.

At its October 18, 2018 meeting, the Finance Committee directed staff to agendize the item, General Legal Services, at a future meeting.

DISCUSSION

Since January 1, 2018, Atkinson, Andelson, Loya, Ruud & Romo (AALRR) has represented Mesa Water as general legal counsel and in various legal roles.



On September 13, 2018, staff received correspondence from AALRR requesting the Board's consideration of a revised legal services fee schedule.

On April 22, 2019, staff received correspondence from AALRR again requesting the Board's consideration of a revised legal services fee schedule.

FINANCIAL IMPACT

In Fiscal Year 2019, \$134,855 has been spent to date with Atkinson, Andelson, Loya, Ruud & Romo.

ATTACHMENTS

Attachment A: Atkinson, Andelson, Loya, Ruud & Romo Correspondence, Received 9/13/18

Attachment B: Atkinson, Andelson, Loya, Ruud & Romo Correspondence, Received 4/22/19

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

A PROFESSIONAL LAW CORPORATION

ATTORNEYS AT LAW

20 PACIFICA, SUITE 1100
IRVINE, CALIFORNIA 92618-3371
(949) 453-4260

FAX (949) 453-4262
WWW.AALRR.COM

CERRITOS
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FRESNO
(559) 225-6700

MARIN
(628) 234-6200

PASADENA
(626) 583-8600

PLEASANTON
(925) 227-9200

RIVERSIDE
(951) 683-1122

SACRAMENTO
(916) 923-1200

SAN DIEGO
(858) 485-9526

OUR FILE NUMBER:
006315.00810
21243386.1

RECEIVED
SEP 13 2018
ADMINISTRATIVE SERVICES

September 11, 2018

VIA U.S. MAIL

Board of Directors and
Mr. Paul Shoenberger, General Manager
Mesa Water District
1965 Placentia Ave.
Costa Mesa, CA 92627

Re: Mesa Water District - Request for Consideration Legal Services Revised Fee Schedule

Dear Members of the Board and Paul:

As you are hopefully aware, we are most appreciative of our long-standing opportunity, originally through the firm of Bowie, Arneson, Wiles & Giannone, and now with Atkinson, Andelson, Loya, Ruud & Romo, to provide legal services to Mesa Water District ("Mesa Water"). It has been our pleasure serving Mesa Water for so many years, and we look forward, at your pleasure, to continuing to do so well into the future.

As Mesa Water is likely aware, we have all experienced increased costs of doing business. Additionally, the rates for our provision of legal services have not substantially increased in some time. In such light, we respectfully request that Mesa Water review and consider an adjustment to our current rate structure for legal services under our existing Agreement. We are respectfully requesting that the Board consider the following revised rates for legal services:

	<u>Existing Rates</u>	<u>Proposed Rates</u>
Partners	\$220.00 per hour	\$255.00 per hour
Senior Associates	\$185.00 per hour	\$235.00 per hour
Associates	\$175.00 per hour	\$225.00 per hour
Law Clerks	\$125.00 per hour	\$135.00 per hour
Paralegals	\$85.00 per hour	\$135.00 per hour

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

Mr. Paul Shoenberger, General Manager
Mesa Water District
September 11, 2018
Page 2

We are proposing that, if approved by the Board, that the new rates would be effective for services rendered on or after November 1, 2018.

We believe a comparison of these rates for general counsel services, as compared to those of similarly situated local water agencies, will show that our proposed rates remain competitive. For Mesa Water's information, this revised rate structure has been considered and approved by our other Orange County water district clients. We believe that our continued competitive rate structure, coupled with our prompt, personal, and quality responsiveness, provides Mesa Water with a solid value.

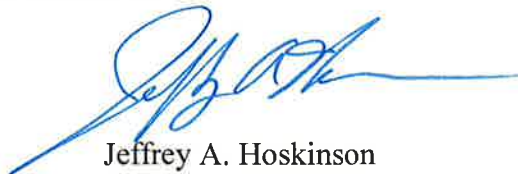
On behalf of the Firm, as well as personally, we would like to express to you our appreciation for the privilege of providing legal services to Mesa Water. If you have any questions, please do not hesitate to call us.

Sincerely,

ATKINSON, ANDELSON, LOYA, RUUD & ROMO



Robert E. Anslow



Jeffrey A. Hoskinson

REA:JAH:ad

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

A PROFESSIONAL LAW CORPORATION

ATTORNEYS AT LAW

20 PACIFICA, SUITE 1100
IRVINE, CALIFORNIA 92618-3371
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PLEASANTON
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SACRAMENTO
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SAN DIEGO
(858) 485-9526

OUR FILE NUMBER:
006315.00810
21243386.2

April 16, 2019

VIA U.S. MAIL

Mr. Paul Shoenberger, General Manager
Mesa Water District
1965 Placentia Ave.
Costa Mesa, CA 92627

ADMINISTRATIVE SERVICE

APR 22 2019

RECEIVED

Re: Mesa Water District - Request for Consideration Legal Services Revised Fee Schedule

Dear Paul:

As you are aware, we previously proposed a rate increase in September 2018 for Fiscal Year 2018/2019, as set forth below. This letter is provided as a friendly reminder, to further discussion on that request. We would be pleased to meet with you to answer any questions you may have, or provide any supporting documentation that you or Mesa Water District ("Mesa Water") might otherwise require as part of the consideration of this matter.

Our request was that the Board consider the following revised rates for legal services:

	<u>Existing Rates</u>	<u>Proposed Rates</u>
Partners	\$220.00 per hour	\$255.00 per hour
Senior Associates	\$185.00 per hour	\$235.00 per hour
Associates	\$175.00 per hour	\$225.00 per hour
Law Clerks	\$125.00 per hour	\$135.00 per hour
Paralegals	\$85.00 per hour	\$135.00 per hour

We are proposing that, if approved by the Board, that the new rates would be effective for services rendered on or after June 1, 2018.

As previously stated, we believe a comparison of these rates for general counsel services, as compared to those of similarly situated local water agencies, will show that our proposed rates remain competitive. For Mesa Water's information, this revised rate structure has been considered and approved by our other Orange County water district clients, and have been in

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

Mr. Paul Shoenberger, General Manager
Mesa Water District
April 16, 2019
Page 2

effect for several months. We continue to believe that our continued competitive rate structure, coupled with our prompt, personal, and quality responsiveness, provides Mesa Water with a solid value.

As always, it has been a pleasure serving Mesa Water for so many years, and we look forward to continuing to do so well into the future. If you have any questions, please do not hesitate to call us.

Sincerely,

ATKINSON, ANDELSON, LOYA, RUUD & ROMO



Robert E. Anslow



Jeffrey A. Hoskinson

REA:JAH:ad

REPORTS:

12. REPORT OF THE GENERAL MANAGER:
 - May Key Indicators Report
 - Other (no enclosure)

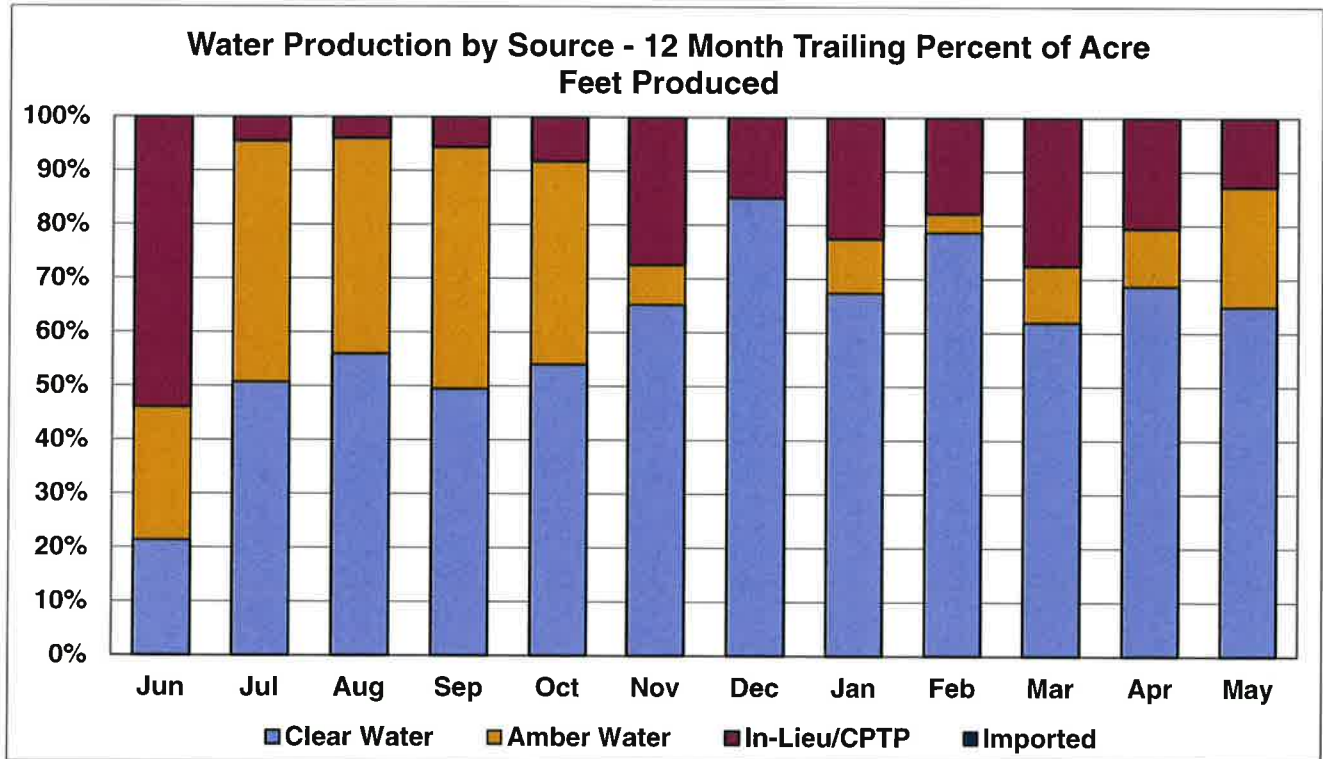
**Monthly Key Indicators Report
For The Month of May 2019**

Goal #1: Provide a safe, abundant, and reliable water supply

FY 2019 Potable Production (Acre Feet)

Water Supply Source	FY 2019 YTD Actual (AF)	FY 2019 YTD Budget (AF)	FY 2019 Annual Budget (AF)
Clear Water	9,090	11,021	12,241
Amber Water (MWRP)	3,532	3,986	4,419
Imported	0	0	0
Basin Management Water	2,026	1,000	1,000
Total Production	14,649	16,007	17,660

YTD actual water production (AF) through May 31, 2019



**Monthly Key Indicators Report
For The Month of May 2019**

Goal #1: Provide a safe, abundant, and reliable water supply

FY19 System Water Quality – This data reflects samples taken in April

Distribution System:	Average	Range	MCL
Chlorine Residual (mg/L) <i>Compliance</i>	1.98	0.46 – 2.75 Current RAA = 1.87	4 RAA
Coliform Positive % <i>Compliance</i>	0	0	5
Temperature (° F)	72.5	59 – 82	None

Reservoir I & II:	Average	Range	MCL
Chlorine Residual (mg/L)	1.62	1.18 – 2.09	None
Monochloramine (mg/L)	1.56	1.12 – 1.99	None
Ammonia (mg/L)	0.35	0.19 – 0.47	None
Temperature (° F)	69.2	65 – 73	None

Wells (Treated):	Average	Range	MCL
Chlorine Residual (mg/L)	2.40	2.14 – 2.67	None
Monochloramine (mg/L)	2.34	2.11 – 2.65	None
Ammonia (mg/L)	0.51	0.41 – 0.63	None
Temperature (° F)	73.8	71 – 76	None

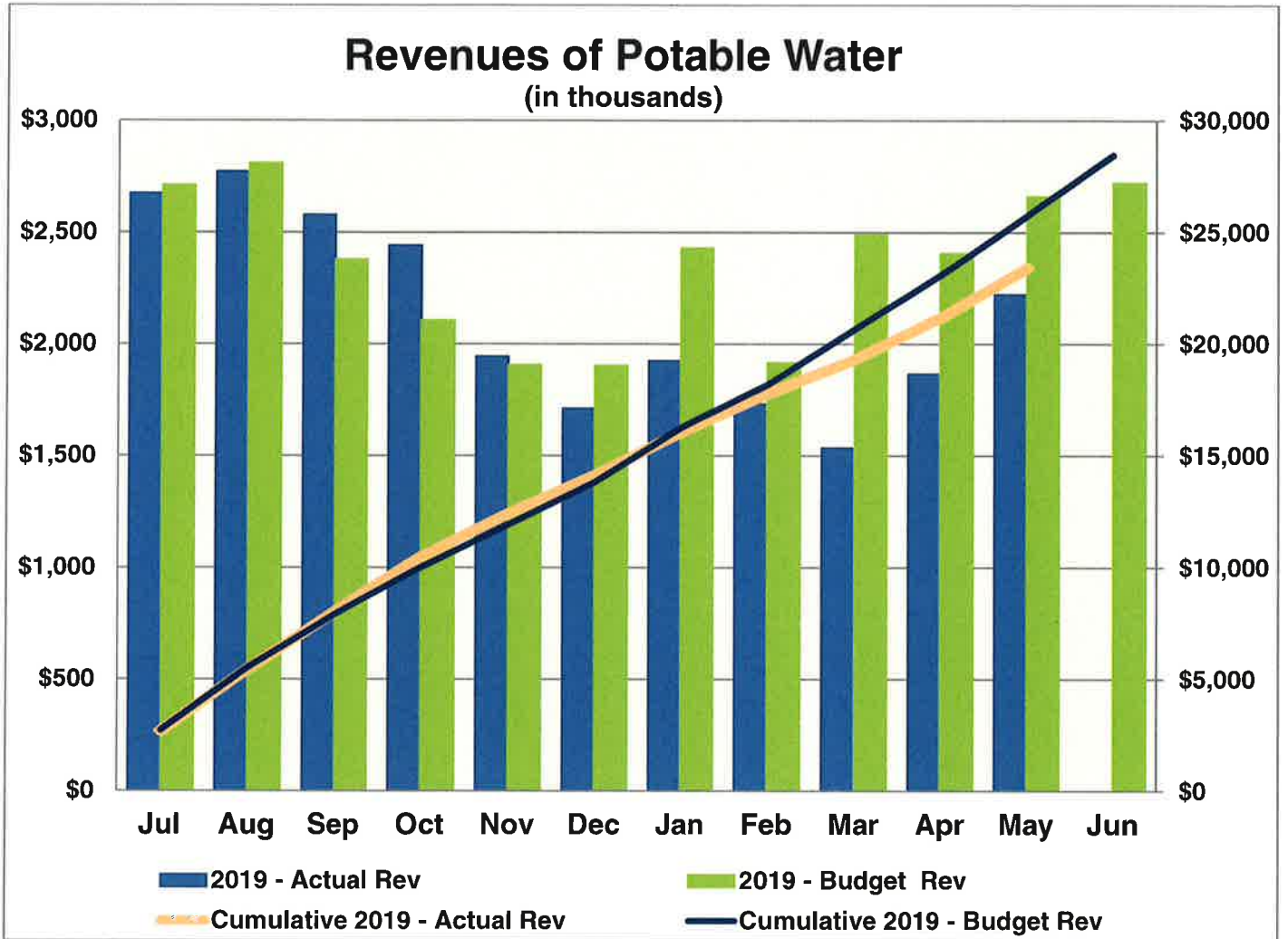
MWRF:	Average	Range	MCL
Chlorine Residual (mg/L)	2.73	2.49 – 2.87	None
Monochloramine (mg/L)	2.67	2.52 – 2.80	None
Ammonia (mg/L)	0.53	0.46 – 0.59	None
Temperature (° F)	80.7	79 – 82	None
Color (CU) <i>Compliance</i>	ND	ND	15
Odor (TON) <i>Compliance</i>	1	1	3

Water Quality Calls/Investigations:

Total Calls	3
Total Investigations (from calls)	0

**Monthly Key Indicators Report
For The Month of May 2019**

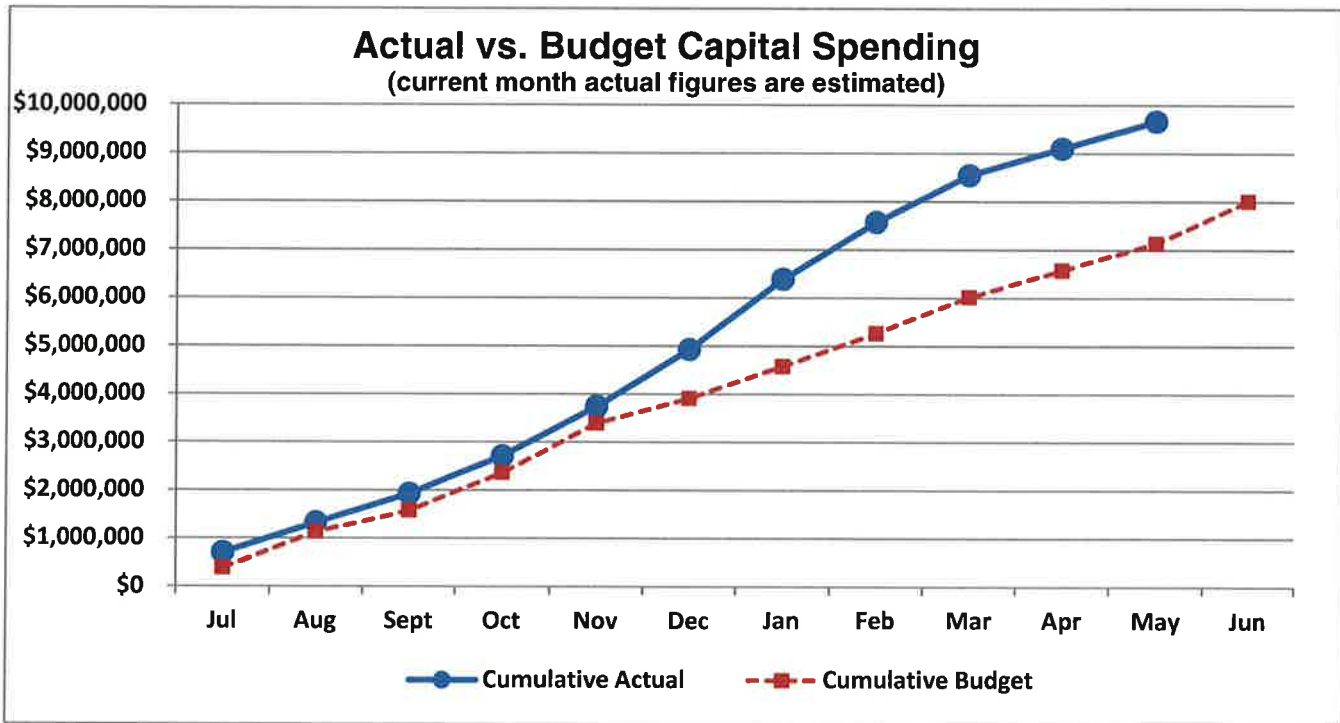
Goal #2: Practice perpetual infrastructure renewal and improvement



	Actual	Budget	Favorable (Unfavorable)	
			Difference	%
Total YTD \$	23,400,449	25,721,588	(2,321,139)	(9.02%)

Monthly Key Indicators Report
For The Month of May 2019

Goal #3: Be financially responsible and transparent



**Monthly Key Indicators Report
For The Month of May 2019**

Goal #4: Increase public awareness about Mesa Water and about water

Web Site Information

Web Site Information	April 2019	May 2019
Visits to the web site	5744	6050
Unique visitors (First time to the site)	3551	3727
Average per day	191	195
Average visit length	1 minute, 26 seconds	1 minute, 36 seconds
Page visited most	Home	Home
Second most visited page	Online Bill Pay	Online Bill Pay
Third most visited page	Human Resources	Human Resources
Fourth most visited page	Departments	Contact
Fifth most visited page	Contact	Departments
Most downloaded file	Standard Specifications and Standard Drawings for the Construction of Water Facilities	Standard Specifications and Standard Drawings for the Construction of Water Facilities
Second most downloaded file	Salary Ranges by Job Classification & Level	Salary Ranges by Job Classification & Level
Most active day of the week	Monday	Wednesday
Least active day of the week	Sunday	Saturday

Total visits since June 1, 2002 <u>1,330,254</u>
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Water Vending Machine Information

Vending Machine Location	Vend Measurement	May 2019 Vends	Totals Vends
Mesa Water Office	1 gal	5,349	354,585

Monthly Key Indicators Report
For the Month of May 2019
Goal #5: Attract and retain skilled employees

DEPARTMENT:	FY 2019			COMMENTS:
	BUDGET	FILLED	VACANT	
OFFICE OF THE GENERAL MANAGER:				
General Manager	1.00	1.00	0.00	
Business Administrator	1.00	1.00	0.00	
Subtotal	2.00	2.00	0.00	
ADMINISTRATIVE SERVICES:				
Administrative Services	5.00	5.00	0.00	
Subtotal	5.00	5.00	0.00	
CUSTOMER SERVICES:				
Conservation	1.00	1.00	0.00	<i>Field Customer Service Representative - vacant</i>
Customer Service	9.00	8.00	1.00	
Subtotal	10.00	9.00	1.00	
ENGINEERING:				
Engineering	4.00	4.00	0.00	
Subtotal	4.00	4.00	0.00	
EXTERNAL AFFAIRS:				
Legislative & Governmental Affairs	1.50	1.50		
Subtotal	1.50	1.50	0.00	
FINANCIAL SERVICES:				
Financial Reporting/ Purchasing	5.00	5.00	0.00	
Accounting	1.00	1.00	0.00	
Subtotal	6.00	6.00	0.00	
HUMAN RESOURCES:				
Human Resources	3.00	2.00	1.00	<i>Sr. Human Resources Analyst - vacant/ using temporary assistance/recruitment in process</i>
Subtotal	3.00	2.00	1.00	
PUBLIC AFFAIRS:				
Outreach, Education & Communications	2.50	1.50	1.00	<i>Public Affairs Manager - vacant</i>
Subtotal	2.50	1.50	1.00	
WATER OPERATIONS:				
Supervision/Support	6.00	6.00	0.00	<i>Operator I/II - vacant/recruitment in process</i>
Distribution	10.00	10.00	1.00	
Production	3.00	3.00	0.00	
Water Quality	2.00	2.00	0.00	
Subtotal	21.00	21.00	1.00	
* TOTAL BUDGETED POSITIONS:	55.00	52.00	4.00	

* Reflects 55 budgeted FTE positions and 1 additional FTE in Operations; does not change staffing plan

**Monthly Key Indicators Report
For The Month of May 2019**

Goal #6: Provide outstanding customer service

Customer Calls

Call Type	FY19 YTD	May 2019	YTD Weekly Average
General Billing Question	2112	213	44
Service Requests	1767	149	37
High Bill	1934	156	40
Payments	2316	164	48
Late Fee	1894	190	39
Account Maintenance	452	50	9
On-Line Bill Pay	1610	162	34
Water Pressure	47	2	1
No Water	258	11	5
Conservation	273	45	6
Water Waste	106	11	2
Other (District info. other utility info. etc.)	2494	275	52
Rate Increase	38	1	1
Fluoridation	9	0	1
TOTAL CUSTOMER CALLS	15310	1429	319
AVERAGE ANSWER TIME (Seconds)	10	10	10

Online Bill Pay Customers

Current Customers Enrolled	FY 2019 YTD	May 2019	YTD Weekly Average
13777	2080	170	43

REPORTS:

13. DIRECTORS' REPORTS AND COMMENTS



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: June 13, 2019
SUBJECT: Board Workshop Facilitator

RECOMMENDATION

This item is provided for information only.

STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

At its March 7, 2019 workshop, the Board of Directors (Board) directed staff to engage an external facilitator at future Board workshops.

At its June 4, 2019 meeting, the Executive Committee received a discussion item on engaging a Board Workshop Facilitator.

DISCUSSION

At the March 7, 2019 workshop, the Board directed staff to engage a Board Workshop Facilitator to facilitate at their biannual workshops.

Staff is currently soliciting proposals for Professional Facilitating Services and will bring back information to the Board in August of 2019 for their consideration.

FINANCIAL IMPACT

In Fiscal Year 2020, no funds have been budgeted for a Board Workshop Facilitator; funding will come from Cash on Hand.

ATTACHMENTS

None.

**DIRECTORS' REPORTS (AB 1234) PER CA GOVERNMENT
CODE SECTION 53232.3 (d)**

In accordance with CA Government Code 53232.3 (d), the following report identifies the meetings for which Mesa Water Directors received expense reimbursement.

Jim Atkinson Meetings Attended

Reimbursement Date:	Description, Date
05/06/19	Urban Water Institute Conference, 2/26 – 2/28
05/06/19	WaterNow Alliance 4 th Annual Summit, 3/27 – 3/28
05/07/19	MWDOC Public Affairs & Legislation Committee, 3/18
05/07/19	WACO Planning Committee Meeting, 3/19
05/07/19	MWDOC Board Meeting, 3/20
05/07/19	MWDOC/MWD Jt. Meeting, 4/3
05/07/19	WACO Meeting, 4/5
05/07/19	MWDOC Admin & Finance Committee Meeting, 4/10
05/07/19	Chamber Meeting, 4/10
05/07/19	MWDOC Public Affairs & Legislation Committee, 4/15
05/07/19	WACO Planning Committee Meeting, 4/16
05/07/19	MWDOC Board Meeting, 4/17
05/07/19	Meeting w/ General Manager, 4/25

Fred R. Bockmiller, P.E. Meetings Attended

Reimbursement Date:	Description, Date
05/07/19	Meeting w/ General Manager, 3/27
05/07/19	ISDOC Quarterly Meeting, 3/28
05/07/19	OCWD Board Meeting, 4/3
05/07/19	WACO Meeting, 4/5
05/07/19	OCWD Board Meeting, 4/17
05/20/19	ACWA Spring Conference, 5/5 – 5/10

Marice H. DePasquale Meetings Attended

Reimbursement Date:	Description, Date
05/07/19	Meeting w/ General Manager, 3/21
05/07/19	Meeting w/ Mesa Water Director, 3/26
05/07/19	Meeting w/ General Manager, 4/3
05/07/19	WACO Meeting, 4/5
05/07/19	Meeting w/ Mesa Water Director, 4/8
05/07/19	Chamber Meeting, 4/10
05/07/19	Meeting w/ General Manager, 4/10
05/07/19	City/Districts Liaison Committee Meeting, 4/19
05/07/19	Women of COAST Awards, 4/24
05/14/19	ACWA Spring Conference, 5/7 – 5/9



Shawn Dewane

Meetings Attended

Reimbursement Date:	Description, Date
05/06/19	Meeting w/ Mesa Water Director, 4/25
05/07/19	Meeting w/ M. Wilson, 3/19
05/07/19	Meeting w/ Mesa Water Director, 4/17
05/07/19	City/Districts Liaison Committee Meeting, 4/19

James R. Fisler

Meetings Attended

Reimbursement Date:	Description, Date
05/07/19	MWDOC Executive Committee Meeting, 3/21
05/07/19	ISDOC Quarterly Meeting, 3/28
05/07/19	WACO Meeting, 4/5
05/07/19	OCWD Board Meeting, 4/17
05/07/19	Yorba Linda Water District Board Meeting, 4/23
05/07/19	El Toro Water District Board Meeting, 4/25
05/07/19	South Coast Water District Board Meeting, 4/25

There are no support materials for this item.

CLOSED SESSION:

17. CONFERENCE WITH LABOR NEGOTIATOR PURSUANT TO GOVERNMENT CODE 54957.6:
District Negotiator: General Manager
Employee Organization: District Employees