



*Dedicated to
Satisfying our Community's
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Wednesday, October 13, 2021
1965 Placentia Avenue, Costa Mesa, CA 92627
4:30 p.m. Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order at 4:30 p.m. by President DePasquale.

PLEDGE OF ALLEGIANCE

Director Bockmiller led the Pledge of Allegiance.

Directors Present

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

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Stacie Sheek, Customer Services Manager
Stacy Taylor, Water Policy Manager
Kurt Lind, Business Administrator
Andrew D. Wiesner, P.E, Principal Engineer
Celeste Carrillo, Public Affairs Coordinator
Kaitlyn Norris, MPA, Public Affairs Specialist
Maryanne Grunbaum, Customer Service Representative II
Epuni Hinnebusch, Customer Service Representative II
Jamar Ogan, Customer Service Representative II
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

Others Present

Kimera Hobbs, Development Consultant, Moran Consulting, Inc.
Tim McLarney, Ph.D., President, True North Research, Inc.
Claudia Shambaugh, Public Affairs Host/Producer, KUCI Radio

PUBLIC COMMENTS:

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

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

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

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

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 regular Board meeting of September 8, 2021.
2. Approve minutes of adjourned regular Board meeting of September 28, 2021.
3. Approve attendance considerations (additions, changes, deletions).
4. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
5. Authorize President Marice H. DePasquale to be the voting delegate for the Association of California Water Agencies' election of Board President and Vice President for the 2022 – 2023 term.

President DePasquale asked for comments from the public. There were no comments.

MOTION

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

PRESENTATION AND DISCUSSION ITEMS:

6. FISCAL YEAR 2021 CUSTOMER SERVICE AUDIT:

Business Administrator Lind introduced Moran Consulting, Inc. Development Consultant Kimera Hobbs who proceeded with a presentation that highlighted the following:

- Overview of Customer Service Department Activity
- Mesa Water Notify - Cogsdale Database Update Campaign
- Scorecard
- The Road to Gold - Current Performance
- Recommendations for Improvement

Ms. Hobbs recognized the District's Customer Service Team for their service to Mesa Water customers.

Ms. Hobbs responded to questions from the Board and they thanked her for the presentation.

7. MESA WATER DISTRICT CUSTOMER SURVEY:

GM Shoenberger provided an overview of the topic and introduced True North Research, Inc. President Tim McLarney, Ph.D. who proceeded with a presentation that highlighted the following:

- Methodology of Study
- Most Important Issue Facing Community
- Water Supply Reliability
- Knowledge of Water Origin
- Aided and Unaided Awareness of Mesa Water
- Opinion of Mesa Water District by Study Year

- Overall Satisfaction with Service Provision by Study Year
- Satisfaction with Services Tier 1
- Satisfaction with Services Tier 2
- Home Water Source
- Customer Service Representative
- Satisfaction With Communication Efforts by Study Year
- Key Findings

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

ACTION ITEMS:

8. RULES AND REGULATIONS FOR WATER SERVICE:

President DePasquale asked for comments from the public. There were no comments.

MOTION

Motion by Director Bockmiller, second by Vice President Dewane, to adopt Resolution No. 1548 Amending Mesa Water’s Rules and Regulations for Water Service Superseding Resolution No. 1527. Motion passed 5 – 0, by the following roll call vote:

AYES:	DIRECTORS	Atkinson, Bockmiller, Fisler, Dewane, DePasquale
NOES:	DIRECTORS	None
ABSTAIN:	DIRECTORS	None
ABSENT:	DIRECTORS	None

9. WATER INFRASTRUCTURE FUNDING ACT OF 2022:

GM Shoenberger provided an overview of the topic.

Discussion ensued amongst the Board.

President DePasquale asked for comments from the public. There were no comments.

MOTION

Motion by Director Atkinson, second by Vice President Dewane, to adopt Resolution No. 1549 Supporting the Water Infrastructure Funding Act of 2022. Motion passed 5 – 0, by the following roll call vote:

AYES:	DIRECTORS	Atkinson, Bockmiller, Fisler, Dewane, DePasquale
NOES:	DIRECTORS	None
ABSTAIN:	DIRECTORS	None
ABSENT:	DIRECTORS	None

RECESS

President DePasquale declared a recess at 5:42 p.m.

Mesa Water Regular Board Meeting October 13, 2021

The Board meeting reconvened at 5:45 p.m.

REPORTS:

10. REPORT OF THE GENERAL MANAGER:

- September Key Indicators Report
- Other (no enclosure)

11. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

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

13. OTHER (NO ENCLOSURE)

President DePasquale adjourned the meeting at 5:54 p.m. to an Adjourned Regular Board Meeting scheduled for Tuesday, October 19, 2021 at 4:00 p.m.

Approved:

DocuSigned by:

Marice DePasquale

E5D8D720E68E4DA...

Marice H. DePasquale, President

DocuSigned by:

Denise Garcia

E61DD5296C8E4B5

Denise Garcia, District Secretary

Recording Secretary: Sharon D. Brimer