



*Dedicated to
Satisfying our Community's
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, April 13, 2017
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order on April 13, 2017 at 6:02 p.m. by President Temianka at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Dewane led the Pledge of Allegiance.

Directors Present

Ethan Temianka, President
Jim Atkinson, Vice President
Fred R. Bockmiller, P.E., Director
Shawn Dewane, Director
James R. Fidler, Director

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Coleen L. Monteleone, Assistant General Manager/
District Secretary
Phil Lauri, P.E., Assistant General Manager
Tracy Manning, Water Operations Manager
Stacy Taylor, External Affairs Manager
Stacie Sheek, Customer Services Manager
Denise Garcia, Executive Assistant to the General Manager/
Assistant District Secretary
Rob Anslow, Attorney, Bowie, Arneson, Wiles & Giannone

Others Present

Robert Moran, President, Moran Consulting, Inc.
Luke Money, Reporter, Daily Pilot

PUBLIC COMMENTS

President Temianka asked for public comments on non-agendized items. There were no comments and President Temianka proceeded with the meeting.

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA

General Manager Shoenberger offered that the Closed Session item regarding Irvine Ranch Water District v. OCWD, et al – Superior Case No. 30-2016-00858584-CU-WM-CJC was withdrawn. There were no items to be added or re-ordered.

CONSENT CALENDAR ITEMS:

1. Approve minutes of regular Board meeting of March 9, 2017.
2. Approve minutes of special Board meeting of March 20, 2017.
3. Approve minutes of special Board meeting of March 21, 2017.
4. Approve minutes of special Board meeting of March 23, 2017.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
 - Upcoming Community Outreach Events
7. Authorize a contract change order for the amount of \$15,000 to Filanc Construction Company for the Mesa Water Reliability Facility Improvements Project for a not-to-exceed amount of \$889,966.

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

MOTION

Motion by Director Bockmiller, second by Director Dewane, to approve Items 1 – 7 of the Consent Calendar. Motion passed 5-0.

PRESENTATION AND DISCUSSION ITEMS:

8. ELITE CUSTOMER SERVICE:

GM Shoenberger introduced the topic offering that the Board is interested in ensuring the District provides outstanding customer service. A year ago, Moran Consulting, Inc. was awarded the contract to evaluate the District's existing level of customer service and to identify enhancements to develop effective customer service standards. With the results of the project, a recommendation is being made to broaden the scope of the contract to provide elite customer service training to all departments within Mesa Water.

GM Shoenberger introduced Customer Services Manager Sheek who introduced Moran Consulting, Inc.'s Founder and President Robert Moran.

Mr. Moran proceeded with a presentation entitled "Enhancing Service to our Community" which highlighted the following:

- Objectives of the Initiative
- Customer Focus Groups – Common Themes
- Accomplishments to Date
- Customer Service Totals (December 27 – March 3)
- Key Metrics for Performance
- Observations from the Consultant
- Recommendations for Entire Organization

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

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

MOTION

Motion by Director Dewane, second by Director Fisler, to amend the professional services contract with Moran Consulting, Inc. for an additional \$145,300 plus a 10% contingency for a not-to-exceed amount of \$159,830 to provide elite customer service training; and authorize execution of the contract. Motion passed 5-0.

ACTION ITEMS:

9. APPOINTMENT OF DISTRICT TREASURER:

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

MOTION

Motion by Director Bockmiller, second by Director Dewane, to appoint Coleen L. Monteleone as Treasurer; confirm the delegation of the same authority to the Treasurer, as previously authorized and approved by the Board of Directors and as authorized by the California Water Code; and award the stipend for the Treasurer in the amount of \$285 per month. Motion passed 5-0.

10. RESOLUTION NO. 1493 – SUPPORT FOR THE ACWA BAY-DELTA FLOW REQUIREMENT POLICY STATEMENT:

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

MOTION

Motion by Director Bockmiller, second by Vice President Atkinson, to adopt Resolution No. 1493 Support for the Association of California Water Agencies Bay-Delta Flow Requirement Policy Statement. Motion passed 5-0, by the following roll call vote:

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

RECESS

President Temianka declared a recess at 6:49 p.m.

The meeting reconvened at 6:55 p.m.

11. PUBLIC HEARING: ORDINANCE NO. 28 – DIRECTORS’ COMPENSATION AND EXPENSE REIMBURSEMENT:

President Temianka announced the Public Hearing was now opened for the purpose of receiving comments regarding a proposed increase in Directors’ Compensation. District Secretary Monteleone reported that public notices were posted on March 30, 2017 at Mesa Water District (on the kiosk and website), at Costa Mesa City Hall, and at the Adams Street Post Office in Costa Mesa. Additionally, paid legal advertisements were published in the Daily Pilot newspaper on March 30 and April 6, 2017.

President Temianka opened the floor to the Board of Directors for comment. There were no comments.

President Temianka opened the floor to the public. There were no comments.

Ms. Monteleone reported that the District had not received any written or verbal comments regarding proposed Ordinance No. 28.

President Temianka declared the Public Hearing closed.

MOTION

Motion by Director Dewane, second by Director Fisler, to adopt Ordinance No. 28 – Directors’ Compensation and Expense Reimbursement Superseding Ordinance No. 25 – setting the rate in Section 1 to \$264 and adopting all proposed changes. Motion passed 3-2, by the following roll call vote:

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

The agenda was re-ordered to take Items 13 - 16 before the Closed Session. There were no objections.

REPORTS:

Item 13 – REPORT OF THE GENERAL MANAGER:

- March Key Indicators Report
- Other (no enclosure)

Item 14 – DIRECTORS’ REPORTS AND COMMENTS:

INFORMATION ITEMS:

Item 15 – DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

Item 16 – OTHER (NO ENCLOSURE)

12. CLOSED SESSION:

President Temianka announced the Board was going into Closed Session at 7:15 p.m.

CONFERENCE WITH REAL PROPERTY NEGOTIATOR:

Pursuant to Government Code Section 54956.8:

Property: 1310 South Coast Drive, Costa Mesa (APN: 140-041-49)

District Negotiator: General Manager

Negotiating Parties: AAA Automobile Club of Southern California

Under Negotiation: Price and/or terms concerning property rights

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION:

Pursuant to Government Code Section 54956.9 (a)

Case: Irvine Ranch Water District v. OCWD, et al. - Superior Court Case No. 30-2016-00858584-CU-WM-CJC

The Closed Session item regarding Irvine Ranch Water District v. OCWD, et al Superior Case No. 30-2016-00858584 was withdrawn.

The Board returned to Open Session at 7:40 p.m.

Attorney Anslow announced that the Board conducted one Closed Session with the General Manager, Assistant General Managers, and Legal Counsel pursuant to Government Code Section 54956.8.

The Board received information and there were no further announcements.

REPORTS:

13. REPORT OF THE GENERAL MANAGER:

- March Key Indicators Report
- Other (no enclosure)

Item taken earlier in the agenda.

14. DIRECTORS' REPORTS AND COMMENTS:

Item taken earlier in the agenda.

INFORMATION ITEMS:

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

Item taken earlier in the agenda.

16. OTHER (NO ENCLOSURE)

Item taken earlier in the agenda.

President Temianka adjourned the meeting at 7:40 p.m. to an adjourned Regular Board Meeting scheduled for Thursday, May 18, 2017 at 6:00 p.m.

Approved:



Ethan Temianka, President



Coleen L. Monteleone, District Secretary

Recording Secretary: Sharon D. Brimer