CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

Non-Agendized Matters: Members of the public are invited to address the Board on matters which are not on the Agenda. Each speaker is limited to three (3) minutes. The Board will set aside thirty (30) minutes for public comments.

Agendized Matters: 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 five (5) minutes.

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA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

PRESENTATION AND DISCUSSION ITEMS:

8. ELITE CUSTOMER SERVICE:

Recommendation: 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.
ACTION ITEMS:

9. APPOINTMENT OF DISTRICT TREASURER:

Recommendation:
 a. Appoint Coleen L. Monteleone as Treasurer;
 b. 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
 c. Award the stipend for the Treasurer in the amount of $285 per month.

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


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

Recommendation:
 a. Conduct public hearing;
 b. Review and discuss Ordinance No. 28; and
 c. Adopt Ordinance No. 28 – Directors’ Compensation and Expense Reimbursement.

12. CLOSED SESSION:

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

RETURN TO OPEN SESSION.

REPORTS:

13. REPORT OF THE GENERAL MANAGER:
   • March Key Indicators Report
   • Other (no enclosure)

14. DIRECTORS’ REPORTS AND COMMENTS:
INFORMATION ITEMS:
15. DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

16. OTHER (NO ENCLOSURE)

ADJOURN TO AN ADJOURNED REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, MAY 18, 2017 AT 6:00 P.M.

THE REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, MAY 11, 2017 HAS BEEN CANCELLED DUE TO AN ANTICIPATED LACK OF A QUORUM.
CALL TO ORDER

The meeting of the Board of Directors was called to order on March 9, 2017 at 6:00 p.m. by President Temianka 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

Ethan Temianka, President
Jim Atkinson, Vice President
Fred R. Bockmiller, Director
James R. Fisler, Director

Directors Absent

Shawn Dewane, Director

Staff Present

Paul E. Shoenberger, P.E., General Manager
Denise Garcia, Executive Assistant to the General Manager/Acting District Secretary
Phil Lauri, P.E., Assistant General Manager
Andrew Hamilton, Chief Financial Officer
Tracy Manning, Water Operations Manager
Stacy Taylor, External Affairs Manager
Stacie Sheek, Customer Services Manager
Cynthia Ragland, Interim Public Affairs Manager
Rob Anslow, Attorney, Bowie, Arneson, Wiles & Giannone

Others Present

John O’Malley, Senior Legislative Advocate, California Advocates, Inc.
Dennis Albani, Vice President, California Advocates, Inc.
Robert A. Porr, Senior Vice President, Fieldman, Rolapp & Associates
Paul D. Pender, Vice President, Fieldman, Rolapp & Associates
A. Patrick Munoz, Partner, Rutan & Tucker, LLP

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 there were no items to be added, withdrawn, or reordered.

CONSENT CALENDAR ITEMS:

1. Approve minutes of regular Board meeting of February 9, 2017.
2. Approve minutes of special Board meeting of February 21, 2017.
3. Approve minutes of special Board meeting of February 23, 2017.
4. Approve minutes of special Board meeting of February 27, 2017.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
   • Conferences, Seminars, and Meetings
   • Board Calendar
   • Upcoming Community Outreach Events
7. Approve a one-year extension to Sophos Solutions for a not to exceed amount of $110,000 and direct staff to competitively solicit proposals for the next contract term.

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

MOTION

Motion by Director Fisler, second by Director Bockmiller, to approve Items 1 – 7 of the Consent Calendar. Motion passed 4-0-1, with Director Dewane absent.

PRESENTATION AND DISCUSSION ITEMS:

8. STATE ADVOCACY UPDATE:

External Affairs Manager Taylor introduced the topic and offered that Mesa Water’s lead lobbyists, California Advocates’ John O’Malley and Dennis Albiani, were present to provide the Board with a State advocacy update.

Mr. O’Malley proceeded with a review of the legislative platforms impactful to the District and Mr. Albiani presented information on anticipated legislative and regulatory activities for Calendar Year 2017.

Messrs. O’Malley and Albiani responded to questions from the Board and the Board thanked them for their presentation.

ACTION ITEMS:

9. RESOLUTION NO. 1491 – ASSOCIATION OF CALIFORNIA WATER AGENCIES/JOINT POWERS INSURANCE AUTHORITY EXECUTIVE COMMITTEE ELECTION CONCURRING NOMINATION:

General Manager Shoenberger introduced Resolution No. 1491 which concurs with San Bernardino Valley Water Conservation District’s nomination of its Vice President, Melody McDonald, to the ACWA/JPIA Executive Committee.
President Temianka asked for public comments. There were no comments.

MOTION

Motion by Director Fisler, second by Director Bockmiller, to adopt Resolution No. 1491 Concurring in Nomination of Melody McDonald to the Executive Committee of the Association of California Water Agencies/Joint Powers Insurance Authority. Motion passed 4-0-1, by the following roll call vote:

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

10. RESOLUTION NO. 1492 – DEBT DISCLOSURE POLICY:

GM Shoenberger introduced the topic noting that the Finance Committee reviewed this item at its February 27, 2017 meeting.

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

MOTION

Motion by Director Fisler, second by Vice President Atkinson, to adopt Resolution No. 1492 Adopting the Debt Disclosure Policy. Motion passed 4-0-1, by the following roll call vote:

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

11. REFINANCING OF DEBT UPDATE:

GM Shoenberger introduced Chief Financial Officer Hamilton. CFO Hamilton introduced Fieldman, Rolapp & Associates’ Senior Vice President Robert A. Porr and Vice President Paul D. Pender.

Mr. Pender proceeded with a presentation entitled “Debt & Pension Liabilities Reduction & Saving Options Update” which provided new scenarios based on recent changes to pension costs and which highlighted the following:

- Municipal Bond Market Update
- 2010 COP Refunding Update
- CalPERS Historical Returns Data
- Unfunded Pension Update
- Prior and Updated COP and Pension Costs
- Updated Costs Comparison
- New Scenarios and Metrics
- Recommended Scenario
Messrs. Porr and Pender responded to questions from the Board and the Board thanked them for the information.

Motion by Director Bockmiller to approve Scenario #3.

Discussion ensued amongst the Board and Director Bockmiller withdrew his motion.

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

MOTION

Motion by Vice President Atkinson, second by Director Fisler, to approve New Scenario #2 to advance refund the 2010 Certificates of Participation debt issuance along with financing $13 million of new money for CIP projects, utilizing the negotiated sale structure. Motion passed 4-0-1, with Director Dewane absent.

RECESS

President Temianka declared a recess at 7:09 p.m. in order to conduct the Mesa Consolidated Water District Improvement Corporation Annual Meeting.

12. MESA CONSOLIDATED WATER DISTRICT IMPROVEMENT CORPORATION ANNUAL MEETING:

The Board meeting reconvened at 7:15 pm.

The agenda was reordered to take Items 14 – 17 before Closed Session. There were no objections.

REPORTS:

Item 14 – REPORT OF THE GENERAL MANAGER:
  • February Key Indicators Report
  • Other (no enclosure)

Item 15 – DIRECTORS’ REPORTS AND COMMENTS:

INFORMATION ITEMS:

Item 16 - DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

Item 17 - OTHER (NO ENCLOSURE)

13. CLOSED SESSION:

President Temianka announced the Board was going into Closed Session at 7:32 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

Participants in Closed Session: Board of Directors, GM Shoenberger, AGM Lauri, and Legal Counsel.

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION:
Pursuant to California Government Code Sections 54956.9 (d) (1) and 54954.5 (c)
Case: MESA WATER DISTRICT, vs. KDC, INC., dba KDC SYSTEMS, INC., dba DYNALECTRIC - Orange County Superior Court Case No. 30-2016-00832860-CU-BC-CJC

Participants in Closed Session: Board of Directors, GM Shoenberger, AGM Lauri, and Legal Counsel.

CONFERENCE WITH LEGAL COUNSEL – SIGNIFICANT EXPOSURE TO LITIGATION/ADJUDICATORY PROCEEDINGS:
Pursuant to California Government Code Sections 54956.9 (d) (2) and 54954.5 (c) - based on existing facts and circumstances, the Board is meeting with General Legal Counsel to review matters relating to legal proceedings presented to the California Fair Political Practices Commission involving Mesa Water District.
Number of Matters: 1

Participants in Closed Session: Board of Directors, GM Shoenberger, and Special Legal Counsel.

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION:
Significant exposure to litigation pursuant to California Government Code Section 54956.9 (d) (2).
Number of Matters: 1

Participants in Closed Session: Board of Directors, GM Shoenberger, and Special Legal Counsel.

The Board returned to Open Session at 8:25 p.m.

Attorney Anslow announced the Board met in four separate Closed Sessions.

The Board received information and there were no other announcements.

REPORTS:

14. REPORT OF THE GENERAL MANAGER:
   • February Key Indicators Report
   • Other (no enclosure)

Item taken earlier in the agenda.
15. DIRECTORS’ REPORTS AND COMMENTS:
   Item taken earlier in the agenda.

INFORMATION ITEMS:

16. DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)
   Item taken earlier in the agenda.

17. OTHER (NO ENCLOSURE)
   Item taken earlier in the agenda.

President Temianka adjourned the meeting at 8:25 p.m. to an adjourned Regular Board Meeting scheduled for Thursday, March 23, 2017 at 8:00 a.m.

Approved:

______________________________
Ethan Temianka, President

______________________________
Coleen L. Monteleone, District Secretary

Recording Secretary: Sharon D. Brimer
FINANCE COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on March 20, 2017 at 3:31 p.m. by Chairman Bockmiller at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Chief Financial Officer Hamilton led the Pledge of Allegiance.

Directors Present

Ethan Temianka, President
Jim Atkinson, Vice President
Fred R. Bockmiller, Director, Chair
James R. Fisler, Director

Directors Absent

Shawn Dewane, Director

Staff Present

Paul E. Shoenberger, P.E., General Manager
Coleen L. Monteleone, Assistant General Manager/District Secretary
Andrew Hamilton, Chief Financial Officer/District Treasurer
Kurt Lind, Business Administrator

Others Present

Jeff Ott, Chief Operating Officer, Sophos Solutions

PUBLIC COMMENTS

There were no comments on non-agendized comments.

CONSENT CALENDAR ITEMS:

1. Accounts Paid Listing
2. Monthly Financial Reports
3. Major Staff Projects

MOTION

Motion by President Temianka, second by Director Fisler, to approve Items 1-3 of the Consent Calendar. Motion passed 4-0-1, with Director Dewane absent.
PRESENTATION AND DISCUSSION ITEMS:

4. Microsoft Great Plains Financial System

General Manager Shoenberger introduced Business Administrator Lind who gave an overview of the project.

Mr. Lind then introduced Sophos Solutions’ Chief Operating Officer, Jeff Ott who proceeded with a presentation, entitled “Great Plains Financial System”, which highlighted the following:
- Chart of Accounts
- Utility and Miscellaneous Accounts Receivable
- Accounts Payable/Purchasing
- Overall Benefits

Messrs. Lind and Ott responded to questions and the Board thanked them for the presentation.

5. Travel and Business Expense Reimbursement Policy Review

CFO Hamilton provided an overview of the policy indicating that staff is not recommending any changes at this time.

The Board concurred and took no action.

ACTION ITEMS:

6. Financial Advisory Services

GM Shoenberger introduced CFO Hamilton who gave a brief overview of the topic. It was noted that Fieldman Rolapp is currently assisting staff with the debt refinancing and financial forecasting and additionally provides assistance for various other services.

MOTION

Motion by President Temianka, second by Vice President Atkinson, to approve a contract amendment to Fieldman Rolapp & Associates for a not to exceed amount of $50,000 and direct staff to competitively solicit proposals for Financial Advisory Services for the next contract term. Motion passed 4-0-1, with Director Dewane absent.

REPORTS:

7. Report of the General Manager

8. Directors’ Reports and Comments

INFORMATION ITEMS:

None.
The Board meeting was adjourned at 4:18 p.m.

Approved:

____________________________
Ethan Temianka, President

____________________________
Coleen L. Monteleone, District Secretary
MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Tuesday, March 21, 2017
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 March 21, 2017 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
Jim Atkinson, Vice President
Fred R. Bockmiller, Director
Shawn Dewane, Director
James R. Fisler, Director

Directors Absent
Ethan Temianka, President

Staff Present
Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Executive Assistant to the General Manager/Assistant District Secretary
Tracy Manning, Assistant Operations Manager
Mark Pelka, Senior Civil Engineer

Others Present
John Robinson, Principal, John Robinson Consulting, Inc.

PUBLIC COMMENTS
There were no comments on non-agendized topics.

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 or Development
5. Water Operations Status Report
6. Municipal Water District of Orange County Activities Update
7. Orange County Water District Activities Update
MOTION

Motion by Director Dewane, second by Director Bockmiller, to approve Items 1 – 7 of the Consent Calendar. Motion passed 4-0-1, with President Temianka absent.

PRESENTATION AND DISCUSSION ITEMS:

8. Mesa Water Solar/Battery Storage Evaluation

General Manager Shoenberger introduced Assistant General Manager Lauri who gave an overview of the topic. Mr. Lauri then introduced John Robinson, Principal at John Robinson Consulting, Inc., who proceeded with a presentation that highlighted the following:

- Time of Use
- Potential Sites
- Solar Assessment
- Revenue Evaluation
- Annual SCE Rate Structure Evaluation
- Findings and Recommendation

Mr. Robinson responded to questions and the Board thanked him for the presentation.

Discussion ensued amongst the Board.

MOTION

Motion by Director Dewane, second by Vice President Atkinson, to table for five years the topic of Solar/Battery Storage. Motion passed 3-1-1, with Director Bockmiller voting no and President Temianka absent.

Motion by Director Bockmiller to direct staff to bring back to the Engineering and Operations Committee the information previously requested pertaining to the parking lot option. Motion died due to lack of a second.

ACTION ITEMS:


GM Shoenberger introduced AGM Lauri who gave a brief overview of the topic.

AGM Lauri responded to questions and the Board thanked him for the information.

MOTION

Motion by Director Dewane, second by Vice President Atkinson, to 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. Motion passed 4-0-1, with President Temianka absent.
REPORTS:
11. Directors’ Reports and Comments

INFORMATION ITEMS:
12. Water Quality Update on Historical Lead Testing Results
13. On-Call Concrete and Paving Services

The Board meeting was adjourned at 5:00 p.m.

Approved:

Ethan Temianka, President

Coleen L. Monteleone, District Secretary
CALL TO ORDER
The meeting of the Board of Directors was called to order on March 23, 2017 at 8:00 a.m. by President Temianka 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
Ethan Temianka, President
Jim Atkinson, Vice President
Fred R. Bockmiller, Director
Shawn Dewane, Director
James R. Fisler, 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
Andrew Hamilton, Chief Financial Officer
Tracy Manning, Assistant Operations Manager
Stacy Taylor, External Affairs Manager
Stacie Sheek, Customer Services Manager
Cynthia Ragland, Interim Public Affairs Manager
Denise Garcia, Executive Assistant to the General Manager/ Assistant District Secretary
Rob Anslow, Attorney, Bowie, Arneson, Wiles & Giannone

Others Present
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.

RECESS
President Temianka declared a recess at 8:03 a.m. in order to take a planned group photo of the Board of Directors.

The Board meeting reconvened at 8:46 a.m.
ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA

General Manager Shoenberger offered there were no items to be added, withdrawn, or reordered.

ACTION ITEMS:

1. ORDINANCE NO. 25 – DIRECTORS’ COMPENSATION AND EXPENSE REIMBURSEMENT:

GM Shoenberger noted that this item was agendized at the request of the Board. The Water Code allows an increase of up to 5% each Calendar Year. If the Board chooses to increase its compensation, a public hearing will be scheduled prior to the Board taking any action on Directors' fees. The current fees were effective July 1, 2015.

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

MOTION

Motion by Director Dewane, second by Director Fisler, to direct staff to schedule a public hearing for the April 13, 2017 Board meeting to address Directors’ compensation. Motion passed 4-1, with President Temianka voting no.

2. DESIGNATED FUNDS POLICY:

GM Shoenberger introduced Chief Financial Officer Hamilton who gave a brief overview of the topic and proceeded with a presentation.

Mr. Hamilton offered that, on March 15, 2014, the Board adopted Resolution No. 1443, which streamlined and improved the calculation methodology to exclusively calculate Designated Funds funding levels in “days” rather than dollars. Each of the funds within overall cash and investment reserves, as defined in Resolution No. 1443, are solely Board-designated funds, which means there is no legal restriction on the future use of each individual fund.

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

MOTION

Motion by Vice President Atkinson, second by Director Dewane, to receive and file the Designated Funds Policy. Motion passed 4-0-1, with Director Bockmiller absent for the vote.

MOTION

Motion by Director Bockmiller, second by President Temianka, to re-open for discussion the topic of the Designated Funds Policy. Motion passed 5-0.

Director Bockmiller offered comments regarding the Capital Replacement Fund target balance. To clarify, the target level is $10 million and the maximum balance is determined based on the Mesa Water Asset Management Plan.
Discussion ensued amongst the Board.

Direction was given to staff to refer the Brown and Caldwell Asset Replacement Study and reserve funding strategy to the Engineering and Operations Committee for review.

3. STRATEGIC PLAN UPDATE:

GM Shoenberger introduced the topic by offering that, each year, the Mesa Water Board provides staff with direction regarding Mesa Water’s goals, objectives, and outcomes for the coming year. Based on this direction, priorities are established, resources are allocated, and staff works to accomplish the goals and objectives, as directed. He offered that staff evaluated the Strategic Goals relative to successfully completing the objectives.

The Strategic Goals were reviewed; GM Shoenberger and AGM Lauri responded to questions. The Board suggested minor changes, which will be incorporated.

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

MOTION

Motion by Director Dewane, second by Vice President Atkinson, to adopt the 2017 Strategic Plan, as amended. Motion passed 5-0.

RECESS

President Temianka declared a recess at 9:54 a.m.

The meeting reconvened at 10:07 a.m.

4. MEASURE TT UPDATE:

GM Shoenberger introduced the topic by offering that Measure TT was a non-binding advisory measure placed on the November 8, 2016 ballot. The measure passed with a 55% yes vote, showing voter support for reducing the size and cost of local government through the pursuit of consolidating CMSD and Mesa Water.

It was noted that the CMSD Board of Directors was not in favor of consolidation; however, they were in favor of discussing shared services with Mesa Water.

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

MOTION

Motion by Director Dewane, second by Director Fisler, to direct staff to draft a letter to the Costa Mesa Sanitary District requesting the two districts jointly write a letter to Local Agency Formation Commission (LAFCO) requesting a focused Municipal Service Review (MSR) be conducted. Motion passed 3-2, with Vice President Atkinson and Director Bockmiller voting no.
5. PROPERTY LEASE FOR NEW WELL SITE AT 4011 W. CHANDLER:

GM Shoenberger introduced the topic by offering that, on December 20, 2016, the Board agreed to the terms of a property purchase for use as a new well site. The property purchase agreement includes a leaseback to the seller for up to 18 months from close of escrow to allow the seller to relocate. This is mutually beneficial and allows for Mesa Water to receive rental income as design and bid documents are developed for construction.

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

MOTION

Motion by Director Bockmiller, second by Director Dewane, to authorize the General Manager to execute the property lease for 4011 W. Chandler to lease the property back to the Seller for up to 18 months from close of escrow; first 6 months at no cost and 12 months at $11,400 per month. Motion passed 5-0.

The agenda was reordered to take Items 8 and 9 before Closed Session. There were no objections.

REPORTS:

Item 8 - REPORT OF THE GENERAL MANAGER

Item 9 - DIRECTORS’ REPORTS AND COMMENTS

RECESS

President Temianka declared a recess at 11:12 a.m.

The meeting reconvened at 11:26 a.m.

6. CLOSED SESSION:

President Temianka announced the Board was going into Closed Session at 11:27 a.m.

CONFERENCE WITH LABOR NEGOTIATOR PURSUANT TO GOVERNMENT CODE 54957.6:
District Negotiator: General Manager
Employee Organization: Represented and Non-Represented Employees

The Board returned to Open Session at 12:07 p.m.

Attorney Anslow reported the Board conducted one Closed Session with the General Manager, AGM Monteleone, and Legal Counsel pursuant to Government Code 54957.6. The Board received information and there was no other announcement.
7. STAFFING PLAN:

GM Shoenberger reviewed the staffing plan for Fiscal Year 2018. The Board concurred and directed the General Manager to incorporate the changes into the FY 2018 Budget.

In addition, AGM Monteleone announced that, after 32 years of service to the District, she will be retiring on July 7, 2017.

REPORTS:

8. REPORT OF THE GENERAL MANAGER:

Item taken earlier in the agenda.

9. DIRECTORS’ REPORTS AND COMMENTS:

Item taken earlier in the agenda.

INFORMATION ITEMS:

10. OTHER (NO ENCLOSURE):

President Temianka adjourned the meeting at 12:35 p.m. to a Regular Board Meeting scheduled for Thursday, April 13, 2017 at 6:00 p.m.

Approved:

_____________________________
Ethan Temianka, President

_____________________________
Coleen L. Monteleone, District Secretary

Recording Secretary: Sharon D. Brimer
RECOMMENDATION

In accordance with Ordinance No. 25, adopted April 9, 2015, authorize attendance at conferences, seminars, meetings, and events.

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.

PROPOSED LIST

None.

PRIOR BOARD ACTION

On July 14, 2016, the Board approved Fiscal Year 2017 attendance at Conferences, Seminars, Meetings, and Events.

DISCUSSION

During the discussion of this item, if any, the Board may choose to delete any item from the list and/or may choose to add additional conferences, seminars, meetings, or events for approval, subject to available budget or additional appropriation.

FINANCIAL IMPACT

None.

ATTACHMENTS

None.
## 2017 CONFERENCES, SEMINARS, AND MEETINGS:

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<tr>
<th>Date</th>
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<tr>
<td>April 26-27, 2017</td>
<td>Green CA Summit</td>
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<td>May 9-12, 2017</td>
<td>ACWA/JPIA Spring Conference</td>
<td>Monterey, CA</td>
<td>Atkinson, Bockmiller, Dewane, Fisler, Temianka</td>
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<td>May 16-17, 2017</td>
<td>CSDA Legislative Days</td>
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<td>June 16, 2017</td>
<td>OC Water Summit</td>
<td>Anaheim, CA</td>
<td>Atkinson, Fisler, Temianka</td>
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<td>12:00PM Communications Training w/ Joan Gladstone (Mesa Water District; Boardroom)</td>
<td>7:30AM ISDOC Executive Committee - Fisler (ISDOC Conference Room 101)</td>
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<td>8:00AM Mesa Water/OCWD - Temianka, Atkinson</td>
<td>8:30AM LAFCO Meeting (OCTA Conference Rm 7, 600 South Main Street Orange, CA)</td>
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<td>7:30AM WACO Planning Committee - Temianka (MWDOC Conference Room 101)</td>
<td>8:30AM MWDOC Board Meeting (MWDOC Boardroom)</td>
</tr>
<tr>
<td>4</td>
<td>3:30PM Finance Committee Meeting (Boardroom)</td>
<td>7:30AM WACO Planning Committee - Temianka (MWDOC Conference Room 101)</td>
<td>5:30PM OCWD Board Meeting - Temianka, Atkinson (OCWD Boardroom)</td>
</tr>
<tr>
<td>5</td>
<td>3:30PM Engineering and Operations Committee Meeting (Boardroom)</td>
<td>6:00PM WACO Planning Committee Meeting - Temianka, Atkinson (MWDOC Conference Room 101)</td>
<td>5:30PM OCWD Board Meeting - Temianka, Atkinson (OCWD Boardroom)</td>
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<td>6</td>
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<td>3:30PM Engineering and Operations Committee Meeting (Boardroom)</td>
<td>6:00PM LAFCO Meeting (OCTA Conference Office; 600 South Main Street Orange, CA)</td>
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<tr>
<td>7</td>
<td></td>
<td>8:00AM Mesa Water Board Meeting (Boardroom)</td>
<td>8:30AM LAFCO Meeting (OCTA Conference Room 7, 600 South Main Street Orange, CA)</td>
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<td>8</td>
<td></td>
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<td>8:00AM LAFCO Meeting (OCTA Conference Room 7, 600 South Main Street Orange, CA)</td>
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<td>9</td>
<td></td>
<td>8:00AM Mesa Water/OCWD - Temianka, Atkinson</td>
<td>7:30AM WACO Meeting (OCWD/OCWD Boardroom)</td>
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<td>10</td>
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<td>7:30AM WACO Planning Committee - Temianka (MWDOC Conference Room 101)</td>
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<td>11</td>
<td></td>
<td>8:00AM Mesa Water/OCWD - Temianka, Atkinson</td>
<td>7:30AM WACO Meeting (OCWD/OCWD Boardroom)</td>
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<td>12</td>
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<td>7:30AM WACO Planning Committee - Temianka (MWDOC Conference Room 101)</td>
<td>8:00AM LAFCO Meeting (OCTA Conference Room 7, 600 South Main Street Orange, CA)</td>
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<tr>
<td>13</td>
<td></td>
<td>8:00AM Mesa Water/OCWD - Temianka, Atkinson</td>
<td>7:30AM WACO Meeting (OCWD/OCWD Boardroom)</td>
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<td>14</td>
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<td>7:30AM WACO Planning Committee - Temianka (MWDOC Conference Room 101)</td>
<td>8:00AM LAFCO Meeting (OCTA Conference Room 7, 600 South Main Street Orange, CA)</td>
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<tr>
<td>15</td>
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<td>8:00AM Mesa Water/OCWD - Temianka, Atkinson</td>
<td>7:30AM WACO Meeting (OCWD/OCWD Boardroom)</td>
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<tr>
<td></td>
<td></td>
<td>8:00AM Mesa Water Board Meeting (Boardroom)</td>
<td>8:00AM LAFCO Meeting (OCTA Conference Room 7, 600 South Main Street Orange, CA)</td>
</tr>
</tbody>
</table>

Green CA Summit 4/26-4/27 • Sacramento, CA

6:00PM MWDOC Board Meeting (MWDOC Boardroom)

3:00PM LPAC Committee Meeting (Boardroom)

10:30AM Mesa Water/KOCI 101.5 Radio Interview - Atkinson (KOCI Studio; 485 E. 17th St.; #570, Costa Mesa, CA 92627)
<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
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<tbody>
<tr>
<td></td>
<td>4:00PM - 4:30PM</td>
<td>7:30AM - 9:00AM ISDOC Executive Committee - Fisler (MMDOC Conference Room 101)</td>
<td>8:30AM - 10:00AM &amp; MMDOC/OCWD Workshop (MMDOC/OCWD Boardroom)</td>
<td>7:30AM - 9:00AM ISDOC Meeting</td>
<td>7:30AM - 9:00AM WCOC Meeting (OCWD/COCD Boardroom)</td>
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<td></td>
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<td>9:00AM - 10:30AM Executive Committee Meeting (Panian Conf. Room; Boardroom)</td>
<td>5:30PM - 7:00PM OCWD Board Meeting - Temianka, Atkinson (MMDOC/OCWD Boardroom)</td>
<td>8:00AM - 10:00AM ISDOC Meeting</td>
<td>9:00AM - 10:30AM UAM Planning Committee Meeting - Atkinson (18700 Yand Street, Fountain Valley CA 92708)</td>
<td></td>
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<tr>
<td></td>
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<td>5:45PM - 7:00PM Costa Mesa City Council Meeting</td>
<td>3:30PM - 5:00PM Finance Committee Meeting (Boardroom)</td>
<td>3:30PM - 5:00PM Chamber Board Meeting - Fisler (TBD)</td>
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<td>ACWA Spring Conference 5/9-5/12 Monterey, CA</td>
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<td>CSDA Special District Legislative Day Sacramento</td>
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</tbody>
</table>

**AWWA ACE17 - Atkinson ♦ Denver, CO**

- **7:30AM - 8:30AM** AWWA Planning Committee - Temianka (MWDOC Conference Room 101)
- **3:30PM - 5:00PM** Finance Committee Meeting (Boardroom)
- **7:00AM - 8:30AM** Save the Date: Mesa Water Annual Board Breakfast (TBD)

---

**June 2017**

[Calendar Image]
<table>
<thead>
<tr>
<th>Event:</th>
<th>Date &amp; Time:</th>
<th>Location:</th>
</tr>
</thead>
</table>
| **Water-Wise Landscape Expo** | Saturday  
April 15, 2017  
9:00 a.m. to 1:00 p.m. | The Home Depot  
2300 S. Harbor Blvd.  
Costa Mesa, CA 92626 |
| **OCC Green Coast Day** | Wednesday  
April 19, 2017  
10:00 a.m. to 2:00 p.m. | Orange Coast College Quad  
2701 Fairview Road  
Costa Mesa, CA 92626 |
| **Imaginology S.T.E.A.M. Ahead** | Friday  
April 21, 2017  
9:00 a.m. to 3:00 p.m. | OC Fair and Event Center  
88 Fair Drive  
Costa Mesa, CA 92626 |
| **Costa Mesa Community Run** | Saturday  
April 22, 2017  
8:30 a.m. to 10:30 a.m. | Estancia High School Stadium  
2323 Placentia Avenue  
Costa Mesa, CA 92627 |
| **Save Our Youth (SOY) 9th Annual Fiesta** | Friday  
April 28, 2017  
5:30 p.m. to 8:30 p.m. | Halecrest Clubhouse  
3107 Killybrooke Lane  
Costa Mesa, CA 92626 |
MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: April 13, 2017
SUBJECT: Mesa Water Reliability Facility Finished Water Quality Polishing System Construction

RECOMMENDATION

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.

The Engineering and Operations Committee reviewed this item at its March 21, 2017 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 #6: Provide outstanding customer service.

PRIOR BOARD ACTIONS

On June 13, 2013, the Board of Directors (Board) awarded a contract to Trussell Technologies (Trussell) to develop and perform a pilot test to develop a water quality polishing strategy for the Mesa Water Reliability Facility (MWRF) finished product water to provide superior water quality aesthetics.

On September 12, 2013, the Board approved a change order to Trussell to design and perform a bench scale pilot test for a MWRF water quality polishing strategy.

On February 13, 2014, the Board awarded a contract to Carollo Engineers (Carollo) to perform the MWRF Finished Water Quality Polishing Pilot and Scrubber Modifications Project.

On October 21, 2014, the Board recommended that a permanent, full-scale design of the sodium bisulfite (SBS) feed system be implemented.

On May 14, 2015, the Board awarded a contract to Carollo to perform design of the MWRF Improvements Project including water quality polishing and miscellaneous improvements to the treatment system.

On June 9, 2016, the Board awarded a contract to Filanc Construction Company (Filanc) for $795,424 and a 10% contingency for a not-to-exceed amount of $874,966 to perform the MWRF Finished Water Quality Polishing System Project.

BACKGROUND

On January 9, 2013, the MWRF was put into service making Mesa Water District (Mesa Water©) 100% local and reliable. The MWRF produces water of excellent quality that meets all state and federal drinking water standards.
Mesa Water® strives to bring consistency in water quality and taste among all of its water supply sources. However, due to the unique nature of the MWRF raw water quality, consumers may be sensitive to small changes in the finished water quality product. As such, staff proactively monitored the introduction of the MWRF supply source to ensure that there were no noticeable changes in any key aesthetic indicators. To ensure superior water quality for all customers, Mesa Water continuously refined the MWRF finished product water quality blend by adjusting the treatment process and monitoring water quality and aesthetics throughout the distribution system.

Bench testing determined that further evaluation via a full-scale pilot system implementation was necessary to determine the optimal dose of a water quality polishing additive and to estimate the cost to operate the system.

Mesa Water awarded a contract to design, construct and perform the temporary full-scale pilot demonstration phase of work to Carollo. Construction of the full-scale pilot project was completed in early March 2014. The pilot project ran through the fall of 2014. The final pilot testing results demonstrated that 2.5 milligrams per liter of a water quality polishing additive provided the optimum results, eliminated consumer concerns regarding the sulfurous odors, and provided compliance with secondary standards. Due to the success and effectiveness of the piloting project, the pilot facility was allowed to continue operation under a conditional permit until permanent facilities were designed and constructed. The continued operation of the temporary full-scale pilot phase was based on the expectation of the permanent, automated system being designed, approved and constructed.

In May 2015, Mesa Water contracted with Carollo to perform the design of the full scale water quality polishing and miscellaneous improvements to the MWRF treatment system. The project included design of permanent water quality polishing facilities, addition of a degasifier cleaning system, improvements to the pH adjustment system, and the addition of water quality monitoring instrumentation equipment.

The design and specifications for the MWRF Improvements Project was completed and put out to bid in April 2016. Two bids were received on May 4, 2016. On June 9, 2016, the Board awarded a contract to Filanc to perform the MWRF Finished Water Quality Polishing System Project.

DISCUSSION

The project included construction of the following items:

1. Permanent water quality polishing facilities,
2. Addition of a degasifier cleaning system,
3. Improvements to the pH adjustment system, and
4. Addition of water quality monitoring instrumentation equipment.

After completing the submittal approval process and receiving all necessary parts, the contractor mobilized on site on September 21, 2016. Construction started with building the concrete pad and containment structure for the SBS tank.
Work continued at the MWRF with implementation of the following improvements:

• Installation of the permanent SBS storage and dosing system to improve aesthetics of water,
• Demolishing the temporary SBS dosing system,
• Installation of the clean-in-place (CIP) system allowing for efficient cleaning of degasifiers,
• Installation of modifications to the pH adjustment system to eliminate cavitation effect in the carbon dioxide pumps, and
• Replacement of the existing water quality monitoring instrumentation equipment with significantly faster and safer equipment.

Nine change orders totaling $79,540 were issued during construction. These change orders were categorized as following:

• Unforeseen Conditions: $5,532
• Safety: $67,878
• Process Optimization: $1,645
• Design Changes: $4,485

During the start-up phase of the SBS system, unforeseen work was identified to complete installation of additional chemical tubing. This work is expected to be completed for approximately $15,000 and will exceed the 10% contingency budget of $79,542 approved by the Board on June 9, 2016. This work will be completed on a time and materials basis.

Staff recommends that the Board of Directors consider authorizing 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.

FINANCIAL IMPACT

$618,000 is budgeted in Fiscal Year 2017; requested funding will come from Cash on Hand.

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>Project Estimate Amounts</th>
<th>Project Cost Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Project Estimate (FY 2017)</td>
<td>$ 618,000</td>
<td>$ 795,424</td>
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<tr>
<td>Original Contracts</td>
<td></td>
<td>$ 94,542</td>
</tr>
<tr>
<td>Change orders</td>
<td></td>
<td>$ 889,966</td>
</tr>
<tr>
<td>Requested funding</td>
<td></td>
<td></td>
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<tr>
<td>Revised Contracts</td>
<td></td>
<td>$ 889,966</td>
</tr>
<tr>
<td>Actual spent to date</td>
<td></td>
<td>$ 689,242</td>
</tr>
<tr>
<td>Revised Project Estimate</td>
<td></td>
<td>$ 889,966</td>
</tr>
</tbody>
</table>

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors
FROM: Stacie Sheek, Customer Services Manager
DATE: April 13, 2017
SUBJECT: Elite Customer Service

RECOMMENDATION

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.

STRATEGIC PLAN

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

PRIOR BOARD ACTION/DISCUSSION

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

DISCUSSION

Moran was selected to evaluate the District’s current level of customer service and to establish a baseline that was used to identify enhancements in delivering effective customer service standards. Based on the assessment, customized training was developed and provided in order to create a new customer service culture and improve customer satisfaction. Additionally, metrics were developed to monitor and report the findings.

Moran utilized focus groups with a cross section of Mesa Water employees, residential and business customers, management (interviews), and the Board (survey) to recognize strengths and identify opportunities for improvement.

The Elite Customer Service scope was broadened to encompass the entire organization with a concentration on the Customer Services Department in recognition that excellent service between internal departments has a direct effect on service to the external community.

Accomplishments to Date:

In October 2016, Moran customized and delivered a two-day fundamental customer service training program to the entire Mesa Water organization and, in December 2016, acknowledging the impact of leadership on enhancing and maintaining a high service culture, all management and supervisory staff completed an additional two-day culture building workshop.

Using feedback from all levels within the organization, universal standards of service were developed and will be expected of everyone who represents Mesa Water.
Moran worked with the Customer Services staff to develop function specific standards of service, established metrics, monitoring, and reporting needs based on what is most important to the customer, and developed high service level responses for the most frequently asked questions (FAQ’s) in the Customer Services Department.

An assessment of customer contact volumes (e.g. telephone and walk-in contacts), staffing structure, work flow, office layout, job roles, and scheduling were performed with recommended improvement opportunities identified.

**Metrics to Monitor Success:**

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Description</th>
<th>Why It’s Important</th>
<th>How It Will Be Tracked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Satisfaction</td>
<td>Overall level of satisfaction with the service provided by the Mesa Water employees.</td>
<td>Improving customer satisfaction is the driving force behind the initiative.</td>
<td>Customer Surveys (Paper Walk-in and Automated Phone Survey)</td>
</tr>
<tr>
<td>First Call Resolution (FCR)</td>
<td>Properly addressing the customer's need the first time they call, thereby eliminating the need for the customer to follow up with a second call.</td>
<td>FCR is a prime driver of customer satisfaction and it keeps costs down. Monitoring FCR will assess the representatives' ability to deliver customer needs and indicates the effectiveness of the overall initiative.</td>
<td>Available via Phone System Monitoring</td>
</tr>
<tr>
<td>Call Quality</td>
<td>The overall quality of experience delivered by the representative. The criteria are developed based on the universal and function-specific service standards.</td>
<td>Measures the extent to which the representative was able to understand the customer’s needs, enter data correctly, provide the customer with appropriate information and obtain relevant information from the customer.</td>
<td>Call Monitoring Tool</td>
</tr>
<tr>
<td>Speed to Access/Speed of Answer</td>
<td>The average amount of time it takes for calls to be answered by a representative during a specific time period.</td>
<td>This will show how quickly a customer is able to speak to a Mesa Water representative.</td>
<td>Available via Phone System Monitoring</td>
</tr>
<tr>
<td>Call Abandonment</td>
<td>The average amount of time callers waited for their call to be answered before hanging up.</td>
<td>This will tell us how the hold time is impacting our customers, and may impact decisions to automate the answering system, modify menu prompts to more efficiently route calls, and plan for additional staffing.</td>
<td>Available via Phone System Monitoring</td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>The average amount of time an agent spends on a call, and engaged in after the call to complete work associated with that call.</td>
<td>A straightforward indicator of efficiency. This metric is used for forecasting the workload for responding to phone calls which serves as a useful guide for labor planning and hiring.</td>
<td>Available via Phone System Monitoring</td>
</tr>
</tbody>
</table>
Recommended Next Steps:

Based on Moran’s assessment and Mesa Water’s Strategic Goal #6 to provide outstanding customer service, the following are recommendations to build an optimal level of customer service.

1. Develop a customized service program designed to reinforce the principles of delivering excellent customer service. Moran would: prepare the managers to deliver training sessions designed for regular meeting times, teach the managers to embrace their role to lead lasting change behavior, and focus the team on a single topic important to sustaining the ideal service behavior.

2. Develop function-specific service standards and measurements for all departments.

3. Facilitate quarterly leadership follow up sessions assuring staying on course with measured success.

4. Identify processes that will improve service to the community.

5. Continue to support the leadership team to develop and refine the service culture by designing organization wide communication strategies, support process improvement opportunities, provide executive coaching to further increase individual and team effectiveness, and develop recognition strategies and success stories.

6. Continue to support the Customer Services Department by implementing newly developed function specific standards of service and FAQ’s, implement recommended telephone system enhancement – assuring call quality; managing metrics and reporting; assess current technology for expedited service and enhanced productivity, develop a revised escalation process (role clarification for front line, leaders, Board), and review and recommend enhancements to structure, layout, roles, policies and procedures to support the customer experience.

7. Develop and perform an annual audit that will include quality checks of the call monitoring process to review previous quarter of call quality audits for frequency, regularity and accuracy of call quality assessment; review of all customer satisfaction survey reports (both phone and walk-in); review and analyze data for all key service metrics established by Mesa Water; conduct staff focus group to assess key successes and opportunities for continuous improvement; conduct customer focus group with both business and residential customers to survey quality of customer service and validate customer survey feedback; conduct coaching with Customer Services Manager, and complete executive summary review of all findings presented to personnel at Mesa Water.
FINANCIAL IMPACT

$98,625 has been expended to date; $50,000 was budgeted in Fiscal Year 2017 and the additional funding came from Cash on Hand.

The requested funding will come from Cash on Hand.

<table>
<thead>
<tr>
<th>Project Estimate Amounts</th>
<th>Project Cost Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Project Estimate (FY 2017)</td>
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<tr>
<td>Original funding</td>
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<tr>
<td>Change Orders</td>
<td>0</td>
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<tr>
<td>Requested Funding (Change Order #1)</td>
<td>159,830</td>
</tr>
<tr>
<td>Revised Contracts</td>
<td>$ 258,873</td>
</tr>
</tbody>
</table>

Actual spent to date $ 98,625

Revised Project Estimate $ 258,873

ATTACHMENTS

Attachment A: Moran Consulting, Inc.’s Proposal and Timeline
Continuing to Develop the Elite Customer Service Culture at Mesa Water

Regarding the overall organization, we would recommend the following activities:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customize and implement reinforcement program to include universal standards and service essentials skills</td>
<td>$18,000</td>
</tr>
<tr>
<td>Develop function-specific service standards and measures for all departments (30 hours)</td>
<td>$9,750</td>
</tr>
<tr>
<td>Facilitate four (4) half-day quarterly leadership follow up sessions</td>
<td>$28,000</td>
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<tr>
<td>Conduct follow-up customer service culture survey</td>
<td>$7,800</td>
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<tr>
<td>Develop organization-wide communication strategies (10 hours)</td>
<td>$3,250</td>
</tr>
<tr>
<td>Executive coaching, as needed (20 hours)</td>
<td>$6,500</td>
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<tr>
<td>Estimated travel expenses</td>
<td>$20,000</td>
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Regarding the Customer Service department, we recommend 80 hours ($26,000) of ongoing support which may include the following:

<table>
<thead>
<tr>
<th>Activity</th>
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<tbody>
<tr>
<td>Implement newly created function-specific service standards</td>
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<tr>
<td>Develop function specific service measures</td>
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<tr>
<td>Implement recommended metrics, monitoring and reporting tools</td>
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<tr>
<td>Identify and support process improvement opportunities</td>
</tr>
<tr>
<td>Implement recommended telephone system enhancement – assuring call quality, managing metrics and reporting</td>
</tr>
<tr>
<td>Implement revised process for call escalation</td>
</tr>
<tr>
<td>Review and recommend solutions to improve customer access, call flow and prompting</td>
</tr>
<tr>
<td>Review and recommend enhancements to structure, layout, roles, policies</td>
</tr>
<tr>
<td>Support all hands meeting agendas and activities (as needed)</td>
</tr>
<tr>
<td>Design recognition strategies and success stories</td>
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<tr>
<td>Regular meetings with the entire department</td>
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</tbody>
</table>

Design and conduct quarterly audit of customer service department. We recommend 80 hours for the design, quarterly implementation of the audit and analysis of the data. ($26,000)

Audits will be conducted on-site and will include:

- Quality checks of the call monitoring process to review previous quarter of call quality audits for frequency, regularity and accuracy of call quality assessment
- Review of all customer satisfaction survey reports (both phone and walk-in)
- Review and analyze data for all key service metrics established by Mesa Water
- Staff focus group to assess key successes and opportunities for continuous improvement
- Customer focus group with both business and residential customers to survey quality of customer service and validate customer survey feedback
- Coaching with customer service manager
- Executive summary review of all findings presented to key personnel at Mesa Water

Total Funding Requested - $145,300
## Proposal and Timeline

### Mesa Water District

#### Draft Timeline

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Wide</td>
<td>201 days</td>
<td>Mon 5/1/17</td>
<td>Mon 6/30/17</td>
</tr>
<tr>
<td>Service Essentials Enforcement Program</td>
<td>201 days</td>
<td>Mon 5/1/17</td>
<td>Mon 6/30/17</td>
</tr>
<tr>
<td>Quarterly Leadership Follow-up Session</td>
<td>1 day</td>
<td>Mon 5/1/17</td>
<td>Mon 5/1/17</td>
</tr>
<tr>
<td>Function-Specific Service Standards and Measures</td>
<td>90 days</td>
<td>Tue 5/2/17</td>
<td>Mon 7/10/17</td>
</tr>
<tr>
<td>Quarterly Leadership Follow-up Session</td>
<td>1 day</td>
<td>Mon 7/17/17</td>
<td>Mon 7/17/17</td>
</tr>
<tr>
<td>Executive Coaching</td>
<td>134 days</td>
<td>Tue 5/2/17</td>
<td>Fri 5/5/17</td>
</tr>
<tr>
<td>Quarterly Leadership Follow-up Session</td>
<td>1 day</td>
<td>Mon 12/4/17</td>
<td>Mon 12/4/17</td>
</tr>
<tr>
<td>Follow-up Customer Service Culture Survey</td>
<td>15 days</td>
<td>Tue 12/5/17</td>
<td>Tue 12/28/17</td>
</tr>
<tr>
<td>Quarterly leadership follow-up session</td>
<td>1 day</td>
<td>Mon 2/5/18</td>
<td>Mon 2/5/18</td>
</tr>
<tr>
<td>Implement service standards, FAQ, escalation process</td>
<td>1 day</td>
<td>Wed 4/4/17</td>
<td>Wed 4/6/17</td>
</tr>
<tr>
<td>Develop function-specific service measures</td>
<td>16 days</td>
<td>Thu 4/7/17</td>
<td>Thu 5/18/17</td>
</tr>
<tr>
<td>Implement recommended metrics, phone system updates, monitoring and reporting tools</td>
<td>1 day</td>
<td>Thu 5/18/17</td>
<td>Thu 5/18/17</td>
</tr>
<tr>
<td>Design recognition strategies</td>
<td>22 days</td>
<td>Thu 6/1/17</td>
<td>Fri 6/8/17</td>
</tr>
<tr>
<td>Review and recommend solutions to improve customer access, structure and policies, roles, etc.</td>
<td>68 days</td>
<td>Mon 5/1/17</td>
<td>Mon 7/17/17</td>
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<tr>
<td>Support all-hands meetings (as needed)</td>
<td>80 days</td>
<td>Mon 5/1/17</td>
<td>Thu 8/17/17</td>
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<tr>
<td>Regular meetings with the entire department</td>
<td>90 days</td>
<td>Mon 5/1/17</td>
<td>Fri 5/19/17</td>
</tr>
<tr>
<td>Quarterly On-site Audits</td>
<td>136 days</td>
<td>Tue 6/1/17</td>
<td>Tue 5/17/18</td>
</tr>
</tbody>
</table>
MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: April 13, 2017
SUBJECT: Appointment of District Treasurer

RECOMMENDATION

a. Appoint Coleen L. Monteleone as District Treasurer;
b. Confirm the delegation of the same authority to the District Treasurer, as previously authorized and approved by the Board of Directors and as authorized by the California Water Code; and
c. Award the stipend for the Treasurer in the amount of $285 per month.

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 December 8, 2016 Board meeting, the Board confirmed the current District Officers. The Board has chosen to review the Appointment of District Officers to coincide with the Election of Officers which is conducted every two years, per Resolution No. 1479 – Protocols of the Board.

At its February 24, 2009 Board meeting, the Board approved a stipend increase to the District Secretary and District Treasurer of $250 per month, effective March 1, 2009.

At its December 11, 2012 Board meeting, the Board approved an increase to the District Officers’ monthly stipend in the amount of $285 and a prorated stipend of $155 per meeting for the Assistant District Secretary and Assistant District Treasurer.

DISCUSSION

With the recent departure of the Chief Financial Officer/District Treasurer, it is necessary for the Board to fill the position of District Treasurer during the vacancy of the Chief Financial Officer.

The District Secretary may hold the District Treasurer position; however, the General Manager cannot.
FINANCIAL IMPACT

The stipends in the amount of $5,600 for the Assistant District Secretary and $3,500 per year each for the District Secretary and District Treasurer totaling $12,600 are included in the FY 2017 budget.

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, External Affairs Manager
DATE: April 13, 2017
SUBJECT: Support for the ACWA Bay-Delta Flow Requirement Policy Statement

RECOMMENDATION


This item is being presented for consideration at the April 13, 2017 Board meeting without prior Committee recommendation because ACWA is seeking support from as many of its member agencies as possible prior to the ACWA Spring Conference.

STRATEGIC PLAN

Goal #1: Provide a safe, abundant, and reliable water supply.
Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

In March 2017, the Association of California Water Agencies (ACWA) Board of Directors adopted a strong policy statement urging the State Water Resources Control Board (SWRCB) to set aside its problematic “unimpaired flow” approach to setting new water quality objectives in the Bay-Delta. The ACWA statement, adopted in a special meeting by conference call on March 10, 2017, which Mesa Water’s General Manager participated in, asks the SWRCB to heed Governor Jerry Brown’s call for negotiated agreements that have proven successful in achieving positive ecological outcomes while maintaining water supply reliability.

As part of its Phase 1 update to the Bay-Delta Water Quality Control Plan, the SWRCB published a draft update for San Joaquin River flows that would base new water quality objectives for the San Joaquin River and its tributaries on a “percentage of unimpaired flow”. This proposal could lead to widespread falling of agricultural land and would have a devastating impact on California’s economy, especially its agricultural economy.

Additionally, the SWRCB’s proposal would negatively affect water reliability for much of the state’s population, undercut the state’s groundwater sustainability goals, and undermine established state policies by increasing groundwater overdraft, making investments in storage projects irrelevant, and negatively affecting disadvantaged communities.

Additionally, the SWRCB’s singular focus on unimpaired flow would cripple implementation of the Brown Administration’s California Water Action Plan and is incompatible with the state’s policy of coequal goals and other broader water policy commitments and objectives.
These concerns are shared by a broad coalition of water suppliers, local government and other stakeholders. In fact, Modesto Irrigation District and Turlock Irrigation District have a joint educational webpage called “Worth Your Fight” -- WorthYourFight.org -- about this issue. ACWA submitted its Bay-Delta Flow Requirement Policy Statement to the SWRCB along with its formal comment letter regarding the Phase 1 update to the Bay-Delta Water Quality Control Plan.

In its comment letter regarding the state’s policy on flow, ACWA:

- calls on the SWRCB to embrace a collaborative, comprehensive approach that protects and promotes both water supply reliability and ecosystem health; and,
- asks the SWRCB to allow enough time for this approach to work.

To deliver a unified message in response to the SWRCB’s proposed approach to updating the Bay-Delta Water Quality Control Plan and demonstrate the broadest support possible for ACWA’s policy statement, ACWA is encouraging both agricultural and urban member agencies to adopt a resolution in support of ACWA’s Bay-Delta Flow Requirement Policy Statement.

Mesa Water’s 2017 Legislative Platforms includes support for a “…long term solution for the Sacramento-San Joaquin River Delta that includes optimal statewide water supply reliability, sustainability and quality, and Delta ecosystem health and restoration for the public benefit.”

Due to priority importance and urgency, ACWA is seeking support from as many of its member agencies as possible prior to the ACWA Spring Conference which occurs before Mesa Water’s May Board meeting. Due to timing, this item was unable to be presented at a Mesa Water Committee meeting, thus, it is being presented at Mesa Water’s April Board meeting.

FINANCIAL IMPACT

None.

ATTACHMENTS

Attachment A: Draft Resolution No. 1493
RESOLUTION NO. 1493

RESOLUTION OF THE
MESOA WATER DISTRICT BOARD OF DIRECTORS
SUPPORT FOR THE ACWA BAY-DELTA FLOW
REQUIREMENT POLICY STATEMENT

WHEREAS, the Mesa Water District (Mesa Water®) is a county water district organized and operating pursuant to the provisions of California law; and

WHEREAS, while Mesa Water is 100 percent reliable on local water supply sources, those sources depend on Sacramento-San Joaquin River Delta (Delta) water via Mesa Water’s imported water supplier; and

WHEREAS, the Delta, formed by the confluence of the Sacramento and San Joaquin Rivers as they come together and flow into San Francisco Bay, is a major water hub for California’s water supply system, providing 30 percent of Southern California’s water supplies; and

WHEREAS, 25 million California residents rely on Delta water, underpinning California’s overall economy, which is equivalent to the 6th largest Country in the world; and

WHEREAS, California is facing a defining moment in water policy that will be substantially impacted by the State Water Resources Control Board’s approach to water quality objectives under the Water Quality Control Plan for the San Francisco Bay/Sacramento-San Joaquin Delta; and

WHEREAS, the State Water Resources Control Board has the responsibility for updating the Bay-Delta Plan in a manner that establishes water quality objectives which ensure the reasonable protection of all beneficial uses of water in a way that is consistent with the coequal goals of improving water supply reliability and protecting, restoring and enhancing the Delta ecosystem, and with respect to the commitments made in the Governor’s California Water Action Plan; and

WHEREAS, the State Water Resources Control Board staff’s current proposal, which focuses singularly on an “unimpaired flow” approach, is irreconcilable with a policy of coequal goals of improving both water supply reliability and ecosystem health; it is also inconsistent with the broader water policy objectives of California Governor Brown’s Administration; and

WHEREAS, the Association of California Water Agencies (ACWA) Board of Directors has unanimously adopted a strong policy statement calling for a better
approach that can more effectively achieve ecological objectives while maintaining water supply reliability; and

WHEREAS, ACWA’s statement calls on the State Water Resources Control Board to set aside its “unimpaired flow” approach and heed Governor Jerry Brown’s call for negotiated agreements, which have been successful on many rivers and tributaries in California; and

WHEREAS, the ACWA statement notes that to be successful, the state’s flow policy must be consistent with the principles of collaboration, comprehensive solutions, science, functional flows, economic considerations, consistency with state policy, and leadership; and

WHEREAS, California’s local urban and agricultural water managers are united in their vision for a future that includes a vibrant California economy as well as healthy ecosystems and fish populations, and believe that vision is best achieved through a comprehensive, collaborative approaches; and

WHEREAS, Mesa Water adopted a legislative platform for 2017 to support a long-term Delta solution that includes optimal statewide water supply reliability, sustainability and quality, and Delta ecosystem health and restoration for the public benefit.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE MESA WATER DISTRICT DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:

Section 1. That the Mesa Water District supports ACWA’s Policy Statement on Bay-Delta Flows and encourages the State Water Resources Control Board to embrace the approach articulated in ACWA’s policy statement.

ADOPTED, SIGNED, and APPROVED this 13th day of April 2017 by a roll call vote.

AYES: DIRECTORS:
NOES: DIRECTORS:
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

____________________________
Ethan Temianka
President, Board of Directors

____________________________
Coleen L. Monteleone
District Secretary
MEMORANDUM

TO:         Board of Directors
FROM:       Paul E. Shoenberger, P.E., General Manager
DATE:       April 13, 2017
SUBJECT:    Public Hearing: Directors’ Compensation and Expense Reimbursement

RECOMMENDATION

a. Conduct public hearing;
b. Review and discuss Ordinance No. 28; and
c. Adopt Ordinance No. 28 – Directors’ Compensation and Expense Reimbursement.

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 the March 23, 2017 Board workshop, the Board directed staff to schedule a public hearing and prepare an ordinance increasing the Directors’ fees to $264.00 per meeting effective July 1, 2017.

At the April 9, 2015 Board meeting, the Board adopted Ordinance No. 25 – Directors’ Compensation and Expense Reimbursement – increasing the Directors’ fees to $240 per meeting effective July 1, 2015. Prior to this increase, the Board’s compensation was $207 per meeting which was approved by the Board on October 28, 2008 and effective January 1, 2009.

BACKGROUND

At the October 31, 2008 Board workshop, the Board directed staff to prepare an ordinance increasing Directors’ fees concurrent with the District’s budget cycle, thus changing from a calendar year to a fiscal year. The Water Code allows an increase of up to five percent each calendar year. Although the Water Code is silent on whether a multi-year increase can be compounded, it has been the Board’s practice not to compound any increase(s).

In addition, a public hearing must be held prior to the Board taking action to increase Directors’ fees. Prior to the date of the public hearing, Mesa Water is required to place an advertisement once a week for two weeks, each published with at least five days intervening between publication dates, in a local newspaper announcing the public hearing. If the Board approves the ordinance, a minimum of sixty days must elapse prior to the increase becoming effective.
DISCUSSION

The current Directors’ fees amount of $240 per meeting was approved April 9, 2015 and effective July 1, 2015. The Board reviews the topic of Directors’ compensation annually.

The Board may approve an increase of up to ten percent (up to 5 percent a year) for an amount not to exceed $264. If the Board approves an increase in 2017, the next available increase could be no sooner than one year later.

Staff placed legal advertisements announcing the public hearing in the Daily Pilot on Thursday, March 30, 2017 and Thursday, April 6, 2017. The same notice was posted on the District’s website and kiosk; and at the City of Costa Mesa City Hall and Adams Street Post Office.

Mesa Water’s Legal Counsel has reviewed the draft ordinance and the following is a brief summary of the recommended changes:

- **Section 1**: The Board may approve to change the fee paid to members of the Board of Directors from $240.00 to $264.00 per day of service.
- **Section 2 (a) (iv)**: Changed *Public Information Committee* to *Legislative and Public Affairs Committee*.

FINANCIAL IMPACT

The cost of the two ads was approximately $200 and sufficient funds are available in the Public Agency expense budget.

Should the Board approve an increase, staff will include the following in the FY 2018 budget: Directors’ fee increase and the mandatory payroll related Social Security (FICA), Medicare, and Workers’ Compensation costs.

ATTACHMENTS

Attachment A: Agency Directors’ Fees Survey
Attachment B: Draft Ordinance No. 28
Attachment C: Redline Ordinance No. 28
<table>
<thead>
<tr>
<th>Agency</th>
<th>Effective Date</th>
<th>Per Diem/Mtg.</th>
<th>Max Mtgs.</th>
<th>Monthly</th>
<th>Notes</th>
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<td>Yorba Linda Water District</td>
<td>01/23/03</td>
<td>$150.00</td>
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<td>South Coast Water District</td>
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<td>$190.00</td>
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<td>Updated Ordinance in March 2009, but the fee did not change.</td>
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<td>El Toro Water District</td>
<td>09/27/07</td>
<td>$198.00</td>
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<td>Santa Margarita Water District</td>
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<td>$210.00</td>
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<td>Moulton Niguel Water District</td>
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<td>$220.00</td>
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<td>Mesa Water District</td>
<td>07/01/15</td>
<td>$240.00</td>
<td>10</td>
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<td>Orange County Water District(^1)</td>
<td>04/02/17</td>
<td>$275.00</td>
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<td>Irvine Ranch Water District</td>
<td>01/01/16</td>
<td>$260.00</td>
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<td>Municipal Water District of OC(^1)</td>
<td>01/01/17</td>
<td>$282.85</td>
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<tr>
<td>Costa Mesa Sanitary District</td>
<td>08/24/15</td>
<td>$295.00</td>
<td>6</td>
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<td>Newport Mesa Unified School District</td>
<td>2016-17 School Year</td>
<td>$470.11</td>
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<td>Per Month</td>
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<tr>
<td>City of Costa Mesa - City Council</td>
<td>4/21/2009</td>
<td>$904.00</td>
<td></td>
<td>Per Month</td>
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\(^1\) Compensation automatically increases each year unless suspended.
ORDINANCE NO. 28

ORDINANCE OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
REGARDING DIRECTORS COMPENSATION
AND EXPENSE REIMBURSEMENT
SUPERSEADING ORDINANCE NO. 25

WHEREAS, Mesa Water District (Mesa Water®) is a county water district organized and operating pursuant to the provisions of California law; and

WHEREAS, the California Water Code (Water Code) governs compensation of Mesa Water Board of Directors (Board or Director) for each day of service rendered as a Director by request of the Board, together with any expenses incurred in the performance of his or her duties required or authorized by the Board of Directors; and

WHEREAS, the Board of Directors has previously adopted Ordinance No. 25 regarding compensation for Directors attendance at Board meetings and days of service at committee meetings, attendance at conferences, seminars, and other water related agencies’ meetings and other activities, as specified by action of the Board, and the Board of Directors desires to supersede Ordinance No. 25 by the provisions hereof; and

WHEREAS, it is the desire of the Board to compensate Directors for expenses incurred in the performance of his or her duties required or authorized by the Board of Directors.

NOW, THEREFORE, BE IT ORDAINED BY THE MESA WATER DISTRICT BOARD OF DIRECTORS AS FOLLOWS:

Section 1: Board of Directors Meetings; Days of Service: The compensation paid to the Board of Directors shall be Two Hundred Sixty Four Dollars ($264.00) per day for each day’s attendance at Board meetings, or for each day’s service rendered as a Director by request of, or with the authorization of, the Board of Directors as further discussed herein.

Section 2: Meetings/Activities that Constitute Days of Service for the Purpose of Section 1: The following meetings and activities constitute a day of service for purposes of Section 1 of this Ordinance:

(a) Committee and Other Agency Meetings: Committee meetings for those Directors assigned, or attending, as applicable, shall include the following:

(i). Executives Committee;
(ii). Finance Committee;
(iii). Engineering & Operations Committee;
(iv). Legislative and Public Affairs Committee;
(v). Other public agency meetings (including regular, adjourned regular and special meetings of the governing bodies of such public agencies as shall be designated and/or authorized by the Board of Directors from time to time); and
(vi). Other Mesa Water committees, including, but not limited to, ad hoc committees, as the Board of Directors shall designate by Board action from time to time.

(b) Teleconferencing: Participation at any public agency meeting that is covered under Section 2 (a) by teleconference, or equivalent means, shall be considered as a day of service for the purpose of this Ordinance.

(c) Conferences and Seminars: Attendance at authorized conferences or seminars as assigned, designated, and/or authorized by the Board of Directors.

(d) Meetings with Agencies, Organizations, and/or Representatives Concerning or relating to Water, Governmental or Environmental Matters or Issues: Meetings by Directors of or with agencies or organizations, and/or representatives of such, in or related to the public water industry or governmental or environmental matters or issues to discuss, review, and/or receive information relating to Mesa Water, Mesa Water’s business or operations, governmental or environmental matters or issues and/or water industry standards, operations, policy matters and/or fiscal issues.

(e) Other Activities Approved by the Board of Directors: Activities by members of the Board other than as described in Sections 2 (a), (b), (c), or (d) above, as authorized by the Board of Directors in advance of such activity(ies) shall be considered a day of service for purposes of this Ordinance.

Section 3: Limitations:

(a) Maximum Number of Meetings/Days: The fee paid to the Board of Directors shall be made for no more than one meeting per each day of service, and the maximum number of days for which any Director may receive compensation under Sections 1 or 2 hereof, in any calendar month shall be ten (10).

(b) No Duplicate Compensation: Notwithstanding the foregoing provisions of Sections 1 or 2, any Director that receives
compensation from any other entity for attendance and/or participation of any meeting(s), conference(s), seminar(s) or other activity(ies) set out in Sections 1 or 2 shall not be compensated by Mesa Water.

Section 4: Director Reimbursement(s): In addition to the compensation described in Section 1 and subject to applicable State law, Directors expenses shall be reimbursed if they are reasonable and necessary to conduct Mesa Water’s business pursuant to provisions of the Mesa Water reimbursement policy(ies) adopted by the Board of Directors, as then in effect.

Section 5: Authorization (Statutory Requirements): This Ordinance is adopted pursuant to Water Code Sections 30523 and 20203. To the extent required by law, this Ordinance shall satisfy the requirements of Water Code Sections 20201 and 20202 and California Government Code Section 53232.1.

Section 6: Effective Date: This Ordinance No. 28 shall take effect from and after July 1, 2017 (Effective Date).

Section 7: Superseding Prior Ordinance: This Ordinance No. 28 shall supersede Ordinance No. 25 upon the Effective Date hereof.

PASSED AND APPROVED at the regular meeting of the Board of Directors held on the 13th day of April 2017, and adopted by the following roll call vote:

AYES: DIRECTORS:
NOES: DIRECTORS:
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

ATTEST: Ethan Temianka
President, Board of Directors

Coleen L. Monteleone
District Secretary
ORDINANCE NO. 2528

ORDINANCE OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
REGARDING DIRECTORS COMPENSATION
AND EXPENSE REIMBURSEMENT
SUPERSEDING ORDINANCE NO. 2325

WHEREAS, Mesa Water District (Mesa Water®) is a county water district organized and operating pursuant to the provisions of California law; and

WHEREAS, the California Water Code (Water Code) governs compensation of Mesa Water® Board of Directors (Board or Director) for each day of service rendered as a Director by request of the Board of Directors, together with any expenses incurred in the performance of his or her duties required or authorized by the Board of Directors; and

WHEREAS, the Board of Directors has previously adopted Ordinance No. 23-25 regarding compensation for Directors attendance at Board of Directors meetings and days of service at committee meetings, attendance at conferences, seminars, and other water related agencies' meetings and other activities, as specified by action of the Board, and the Board of Directors desires to supersede Ordinance No. 23-25 by the provisions hereof; and

WHEREAS, it is the desire of the Board of Directors to compensate Directors for expenses incurred in the performance of his or her duties required or authorized by the Board of Directors.

NOW, THEREFORE, BE IT ORDAINED BY THE MESA WATER DISTRICT BOARD OF DIRECTORS AS FOLLOWS:

Section 1: Board of Directors Meetings; and Days of Service: The compensation paid to members of the Board of Directors shall be Two Hundred Forty Dollars ($240.00) per day for each day’s attendance at Board meetings of the Board of Directors, or for each day’s service rendered as a Director member of the Board of Directors by request of, or with the authorization of, the Board of Directors as further discussed herein.

Section 2: Meetings/Activities that Constitute Days of Service for the Purpose of Section 1: The following meetings and activities constitute a day of service for purposes of Section 1 of this Ordinance:
(a) **Committee and Other Agency Meetings:** Committee meetings for those Directors assigned, or attending, as applicable, shall include the following:

(i). Executive Committee;
(ii). Finance Committee;
(iii). Engineering & Operations Committee;
(iv). Legislative and Public Affairs Committee;
(v). Other Public Agency Meetings (including regular, adjourned regular and special meetings of the governing bodies of such public agencies as shall be designated and/or authorized by the Board of Directors from time to time); and
(vi). Other Mesa Water® committees, including, but not limited to, ad hoc committees, as the Board of Directors shall designate by Board action from time to time.

(b) **Teleconferencing:** Participation at any public agency meeting that is covered under Section 2 (a) by teleconference, or equivalent means, shall be considered as a day of service for the purpose of this Ordinance.

(c) **Conferences and Seminars:** Attendance at authorized conferences or seminars as assigned, and designated, and/or authorized by the Board of Directors.

(d) **Meetings with Agencies, Organizations, and/or Representatives Concerning or relating to Water, Governmental or Environmental Matters or Issues:** Meetings by Directors of or with agencies or organizations, and/or representatives of such, in or related to the public water industry or governmental or environmental matters or issues to discuss, review, and/or receive information relating to Mesa Water®, Mesa Water's business or operations, governmental or environmental matters or issues and/or water industry standards, operations, policy matters and/or fiscal issues.

(e) **Other Activities Approved by the Board of Directors:** Activities by members of the Board other than as described in Sections 2 (a), (b), (c), or (d) above, as authorized by the Board of Directors in advance of such activity(ies) shall be considered a day of service for purposes of this Ordinance.

**Section 3: Limitations:**

(a) **Maximum Number of Meetings/Days:** The fee paid to members of the Board of Directors shall be made for no more than one meeting
per each day of service, and the maximum number of days for which any Director may receive compensation under Sections 1 or 2 hereof, in any calendar month shall be ten (10).

(b) **No Duplicate Compensation:** Notwithstanding the foregoing provisions of Sections 1 or 2, any Director that receives compensation from any other entity for attendance and/or participation of any meeting(s), conference(s), seminar(s) or other activity(ies) set out in Sections 1 or 2 shall not be compensated by Mesa Water®.

**Section 4: Director Reimbursement(s):** In addition to the compensation described in Section 1 and subject to applicable State law, Directors expenses shall be reimbursed if they are reasonable and necessary to conduct Mesa Water’s business pursuant to provisions of the Mesa Water reimbursement policy(ies) adopted by the Board of Directors, as then in effect.

**Section 5: Authorization (Statutory Requirements):** This Ordinance is adopted pursuant to Water Code Sections 30523 and 20203. To the extent required by law, this Ordinance shall satisfy the requirements of Water Code Sections 20201 and 20202 and California Government Code Section 53232.1.

**Section 6: Effective Date:** This Ordinance No. 25–28 shall take effect from and after July 1, 2015-2017 (Effective Date).

**Section 7: Superseding Prior Ordinance:** This Ordinance No. 25–28 shall supersede Ordinance No. 23–25 upon the Effective Date hereof.

PASSED AND APPROVED at the regular meeting of the Board of Directors held on the 9th 13th day of April 20152017, and adopted by the following roll call vote:

AYES: DIRECTORS:  
NOES: DIRECTORS:  
ABSENT: DIRECTORS:  
ABSTAIN: DIRECTORS:  

ATTEST:  Shawn Dewane Ethan Temianka  
President, Board of Directors

Coleen L. Monteleone  
District Secretary
ACTION ITEMS:

12. CLOSED SESSION:

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
REPORTS:

13. REPORT OF THE GENERAL MANAGER:
   • March Key Indicators Report
   • Other (no enclosure)
Goal #1: Provide a safe, abundant, and reliable water supply

FY 2017 Potable Production (Acre Feet)

<table>
<thead>
<tr>
<th>Water Supply Source</th>
<th>FY 2017 YTD Actual (AF)</th>
<th>FY 2017 YTD Budget (AF)</th>
<th>FY 2017 Annual Budget (AF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Water</td>
<td>7,043</td>
<td>9,235</td>
<td>12,690</td>
</tr>
<tr>
<td>Amber Water (MWRF)</td>
<td>4,877</td>
<td>3,146</td>
<td>4,241</td>
</tr>
<tr>
<td>Import</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CPTP</td>
<td>91</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Production</td>
<td>12,011</td>
<td>12,381</td>
<td>16,931</td>
</tr>
</tbody>
</table>

YTD actual water production (AF) through March 31, 2017

Water Production by Source - 12 Month Trailing Percent of Acre Feet Produced
**Goal #1: Provide a safe, abundant, and reliable water supply**

FY17 System Water Quality – This data reflects samples taken in February

<table>
<thead>
<tr>
<th>Distribution System:</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>1.78</td>
<td>Current RAA = 1.76</td>
<td>4 RAA</td>
</tr>
<tr>
<td><em>Compliance</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coliform Positive %</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td><em>Compliance</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>70.4</td>
<td>59-81</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reservoir I &amp; II:</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>1.10</td>
<td>0.21-1.65</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>1.06</td>
<td>0.19-1.59</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.26</td>
<td>0.05-0.39</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>70.9</td>
<td>66-75</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wells (Treated):</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.45</td>
<td>2.11-2.84</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.34</td>
<td>1.94-2.69</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.53</td>
<td>0.46-0.64</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>71.8</td>
<td>68-76</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MWRF:</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.32</td>
<td>1.94-2.68</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.26</td>
<td>1.76-2.55</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.50</td>
<td>0.36-0.62</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>77.5</td>
<td>73-81</td>
<td>None</td>
</tr>
<tr>
<td>Color (CU) <em>Compliance</em></td>
<td>ND</td>
<td>ND</td>
<td>15</td>
</tr>
<tr>
<td>Odor (TON) <em>Compliance</em></td>
<td>1.8</td>
<td>1-2</td>
<td>3</td>
</tr>
</tbody>
</table>

**Water Quality Calls/Investigations:**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>5</td>
</tr>
<tr>
<td>Total Investigations (from calls)</td>
<td>3</td>
</tr>
</tbody>
</table>
Goal #2: Practice perpetual infrastructure renewal and improvement

Revenues of Potable Water
(in thousands)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>$2,500</td>
<td>$3,000</td>
<td>$1,800</td>
<td>$2,300</td>
</tr>
<tr>
<td>Aug</td>
<td>$2,750</td>
<td>$3,500</td>
<td>$1,950</td>
<td>$2,550</td>
</tr>
<tr>
<td>Sep</td>
<td>$2,200</td>
<td>$2,500</td>
<td>$1,600</td>
<td>$2,100</td>
</tr>
<tr>
<td>Oct</td>
<td>$1,800</td>
<td>$2,250</td>
<td>$1,350</td>
<td>$1,950</td>
</tr>
<tr>
<td>Nov</td>
<td>$1,500</td>
<td>$1,750</td>
<td>$1,100</td>
<td>$1,600</td>
</tr>
<tr>
<td>Dec</td>
<td>$1,200</td>
<td>$1,500</td>
<td>$850</td>
<td>$1,300</td>
</tr>
<tr>
<td>Jan</td>
<td>$900</td>
<td>$1,200</td>
<td>$550</td>
<td>$1,050</td>
</tr>
<tr>
<td>Feb</td>
<td>$600</td>
<td>$900</td>
<td>$250</td>
<td>$700</td>
</tr>
<tr>
<td>Mar</td>
<td>$300</td>
<td>$600</td>
<td>$50</td>
<td>$400</td>
</tr>
<tr>
<td>Apr</td>
<td>$0</td>
<td>$300</td>
<td>$0</td>
<td>$300</td>
</tr>
<tr>
<td>May</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Jun</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget</th>
<th>Difference</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total YTD $</td>
<td>17,674,492</td>
<td>18,219,247</td>
<td>(544,755)</td>
<td>2.99%</td>
</tr>
</tbody>
</table>
Goal #3: Be financially responsible and transparent

Actual vs. Budget Capital Spending
(current month actual figures are estimated)
Goal #4: Increase public awareness about Mesa Water® and about water

<table>
<thead>
<tr>
<th>Web Site Information</th>
<th>February 2017</th>
<th>March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to the web site</td>
<td>5,162</td>
<td>5,804</td>
</tr>
<tr>
<td>Unique visitors (First time to the site)</td>
<td>2,834</td>
<td>3,022</td>
</tr>
<tr>
<td>Average per day</td>
<td>184</td>
<td>187</td>
</tr>
<tr>
<td>Average visit length</td>
<td>2 minutes, 48 seconds</td>
<td>2 minutes, 36 seconds</td>
</tr>
<tr>
<td>Page visited most</td>
<td>Home</td>
<td>Home</td>
</tr>
<tr>
<td>Second most visited page</td>
<td>Online Bill Pay</td>
<td>Online Bill Pay</td>
</tr>
<tr>
<td>Third most visited page</td>
<td>Human Resources</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Fourth most visited page</td>
<td>Organization Chart</td>
<td>Organization Chart</td>
</tr>
<tr>
<td>Fifth most visited page</td>
<td>Payment Options</td>
<td>Contact</td>
</tr>
<tr>
<td>Most downloaded file</td>
<td>Board Agenda</td>
<td>Board Agenda</td>
</tr>
<tr>
<td>Second most downloaded file</td>
<td>Board Minutes</td>
<td>2016 Water Quality Report</td>
</tr>
<tr>
<td>Most active day of the week</td>
<td>Wednesday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Least active day of the week</td>
<td>Sunday</td>
<td>Saturday</td>
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</table>

Total visits since June 1, 2002 1,167,620

<table>
<thead>
<tr>
<th>Vending Machine Location</th>
<th>Vend Measurement</th>
<th>March 2017 Vends</th>
<th>Totals Vends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesa Water Office</td>
<td>1 gal</td>
<td>2,631</td>
<td>243,012</td>
</tr>
</tbody>
</table>
### Goal #5: Attract and retain skilled employees

<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>FY 2017</th>
<th>COMMENTS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE OF THE GENERAL MANAGER:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Processes</td>
<td>1.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>2.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Sr. Human Resources Analyst - vacant</td>
</tr>
<tr>
<td>ADMINISTRATIVE SERVICES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Services</td>
<td>4.75</td>
<td>0.00</td>
</tr>
<tr>
<td>Human Resources</td>
<td>2.75</td>
<td>1.00</td>
</tr>
<tr>
<td></td>
<td>7.50</td>
<td>1.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Information Technology Coordinator - vacant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>using temporary assistance</td>
</tr>
<tr>
<td>CUSTOMER SERVICES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conservation</td>
<td>1.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Customer Service</td>
<td>8.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Information Technology</td>
<td>2.00</td>
<td>1.00</td>
</tr>
<tr>
<td></td>
<td>11.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Information Technology Coordinator - vacant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>using temporary assistance</td>
</tr>
<tr>
<td>ENGINEERING:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engineering</td>
<td>5.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>5.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Department Assistant - new position</td>
</tr>
<tr>
<td>EXTERNAL AFFAIRS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legislative &amp; Governmental Affairs</td>
<td>1.50</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>1.50</td>
<td>0.50</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Department Assistant - new position</td>
</tr>
<tr>
<td>FINANCIAL SERVICES:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Reporting/ Purchasing</td>
<td>4.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Accounting</td>
<td>3.00</td>
<td>2.00</td>
</tr>
<tr>
<td></td>
<td>7.00</td>
<td>3.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Controller - vacant using temporary assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Senior Financial Analyst - vacant using temporary assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Senior Accounting Technician - vacant using temporary assistance</td>
</tr>
<tr>
<td>PUBLIC AFFAIRS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outreach, Education &amp; Communications</td>
<td>2.50</td>
<td>1.00</td>
</tr>
<tr>
<td></td>
<td>2.50</td>
<td>1.50</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Public Affairs Manager - vacant using temporary assistance - recruitment in process</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Department Assistant - new position</td>
</tr>
<tr>
<td>WATER OPERATIONS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervision/Support</td>
<td>6.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Distribution</td>
<td>10.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Production</td>
<td>3.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Water Quality</td>
<td>2.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>21.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td>Facility Maintenance Worker - vacant using temporary assistance - recruitment in process</td>
</tr>
<tr>
<td>TOTAL BUDGETED POSITIONS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>57.50</td>
<td>8.00</td>
</tr>
<tr>
<td>INTERNS: (0.5 FTE = 1 Intern)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.50</td>
<td>0.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.50</td>
<td>0.00</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>59.00</td>
<td>8.00</td>
</tr>
</tbody>
</table>
Goal #6: Provide outstanding customer service

Customer Calls

<table>
<thead>
<tr>
<th>Call Type</th>
<th>FY17 YTD</th>
<th>July 2016</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Billing Question</td>
<td>258</td>
<td>258</td>
<td>65</td>
</tr>
<tr>
<td>Service Requests</td>
<td>194</td>
<td>194</td>
<td>49</td>
</tr>
<tr>
<td>High Bill</td>
<td>114</td>
<td>114</td>
<td>29</td>
</tr>
<tr>
<td>Payments</td>
<td>192</td>
<td>192</td>
<td>48</td>
</tr>
<tr>
<td>Late Fee</td>
<td>88</td>
<td>88</td>
<td>22</td>
</tr>
<tr>
<td>Account Maintenance</td>
<td>35</td>
<td>35</td>
<td>9</td>
</tr>
<tr>
<td>On-Line Bill Pay</td>
<td>96</td>
<td>96</td>
<td>24</td>
</tr>
<tr>
<td>Water Pressure</td>
<td>7</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>No Water</td>
<td>28</td>
<td>28</td>
<td>7</td>
</tr>
<tr>
<td>Conservation</td>
<td>120</td>
<td>120</td>
<td>30</td>
</tr>
<tr>
<td>Water Waste</td>
<td>12</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Other (District info. other utility info. etc.)</td>
<td>369</td>
<td>369</td>
<td>92</td>
</tr>
<tr>
<td>Rate Increase</td>
<td>4</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Fluoridation</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL CUSTOMER CALLS</td>
<td>1519</td>
<td>1519</td>
<td>380</td>
</tr>
<tr>
<td>AVERAGE ANSWER TIME (Seconds)</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

Online Bill Pay Customers

<table>
<thead>
<tr>
<th>Current Customers Enrolled</th>
<th>FY 2017 YTD</th>
<th>July 2016</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,641</td>
<td>189</td>
<td>110</td>
<td>47</td>
</tr>
</tbody>
</table>
REPORTS:

14. DIRECTORS' REPORTS AND COMMENTS:
In accordance with CA Government Code 53232.3 (d), the following report identifies the meetings for which Mesa Water Directors received expense reimbursement.

### James F. Atkinson

<table>
<thead>
<tr>
<th>Reimbursement Date:</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/13/17</td>
<td>OCWD Board Meeting, 1/4</td>
</tr>
<tr>
<td>03/13/17</td>
<td>MWDOC Elected Officials Forum, 1/5</td>
</tr>
<tr>
<td>03/13/17</td>
<td>WACO Meeting, 1/6</td>
</tr>
<tr>
<td>03/13/17</td>
<td>WACO Planning Committee Meeting, 1/17</td>
</tr>
<tr>
<td>03/13/17</td>
<td>MWDOC Board Meeting, 1/18</td>
</tr>
<tr>
<td>03/13/17</td>
<td>OCWD Board Meeting, 1/18</td>
</tr>
<tr>
<td>03/13/17</td>
<td>Costa Mesa Chamber Meeting, 1/19</td>
</tr>
<tr>
<td>03/13/17</td>
<td>City/Districts Liaison Committee Meeting, 1/27</td>
</tr>
<tr>
<td>03/13/17</td>
<td>MWDOC Workshop, 2/1</td>
</tr>
<tr>
<td>03/13/17</td>
<td>Chargers Welcome Event, 2/13</td>
</tr>
<tr>
<td>03/13/17</td>
<td>OCWD Board Meeting, 2/15</td>
</tr>
<tr>
<td>03/13/17</td>
<td>Costa Mesa Chamber Meeting, 2/16</td>
</tr>
<tr>
<td>03/13/17</td>
<td>MWDOC Board Meeting, 2/15</td>
</tr>
</tbody>
</table>

### Fred R. Bockmiller, Jr., P.E.

<table>
<thead>
<tr>
<th>Reimbursement Date:</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/13/17</td>
<td>WACO Meeting, 1/6</td>
</tr>
<tr>
<td>03/13/17</td>
<td>Meeting w/General Manager, 1/30</td>
</tr>
<tr>
<td>03/13/17</td>
<td>Mesa Water® Safety Event, 1/31</td>
</tr>
<tr>
<td>03/13/17</td>
<td>WACO Meeting, 2/3</td>
</tr>
<tr>
<td>03/13/17</td>
<td>Meeting w/staff at Well Site, 2/13</td>
</tr>
</tbody>
</table>

### Shawn Dewane

<table>
<thead>
<tr>
<th>Reimbursement Date:</th>
<th>Description, Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/08/17</td>
<td>OC Board of Supervisors Meeting, 2/14</td>
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<td>03/13/17</td>
<td>MWDOC Planning and Operations Committee Meeting, 1/3</td>
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<td>03/13/17</td>
<td>Meeting w/General Manager, 1/24</td>
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<td>Meeting w/OC Board Supervisor Nelson, 2/2</td>
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<td>Meeting w/OC Board Supervisor Do, 2/3</td>
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<tr>
<td>03/13/17</td>
<td>Meeting w/OC Board Supervisor Spitzer, 2/3</td>
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<tr>
<td>03/13/17</td>
<td>Meeting w/OC Board Supervisor Bartlett, 2/7</td>
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<tr>
<td>Date</td>
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<tr>
<td>03/13/17</td>
<td>MWDOC Elected Officials Forum, 1/5</td>
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<td>WACO Meeting, 1/6</td>
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<td>ISDOC Executive Committee Meeting, 1/10</td>
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<td>OCWD Board Meeting, 1/18</td>
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<td>ISDOC Quarterly Meeting, 1/26</td>
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<tr>
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<td>Meeting w/OC Board Supervisor Spitzer, 2/10</td>
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<th>Date</th>
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<tbody>
<tr>
<td>03/08/17</td>
<td>ACWA DC Conference, 2/28-3/2</td>
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There are no support materials for this item.