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Satisfying our Community's
Water Needs

**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, August 10, 2017
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order on August 10, 2017 at 6:00 p.m. by Acting President Atkinson 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, Acting President
Fred R. Bockmiller, Director
Shawn Dewane, Director
James R. Fisler, Director

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P.E. Assistant General Manager/District Treasurer
Denise Garcia, Administrative Services Manager/
District Secretary
Marwan Khalifa, Chief Financial Officer
Stacie Sheek, Customer Services Manager
Stacy Taylor, External Affairs Manager
Syndie Ly, Human Resources Manager
Tracy Manning, Water Operations Manager
Jeff Hoskinson, Attorney, Bowie, Arneson, Wiles & Giannone

Others Present

Michelle Steel, Chairwoman, OC Board of Supervisors, 2nd District
Joseph Ferallo, Specialist, Call Centers, Moran Consulting, Inc.
Andrew Nielson, Member of the Public
Greg Warren, Member of the Public
Jeremy Davis, Member of the Public
Aurelio Garcia, Member of the Public
Cat Le, Member of the Public
Cynthia McDonald, Member of the Public
Al Morelli, Member of the Public

**RECOGNITION BY ORANGE COUNTY BOARD OF SUPERVISORS CHAIRWOMAN,
MICHELLE STEEL, SUPERVISOR, 2ND DISTRICT, OF MESA WATER'S COST-SAVING
ACHIEVEMENTS**

External Affairs Manager Taylor stated that, in June of 2017, Mesa Water fully eliminated its unfunded pension liability, saving the District and its customers \$9 million over the next ten years. Ms. Taylor recognized Orange County Board of Supervisors Chairwoman Michelle Steel who presented the Mesa Water Board of Directors with a Resolution acknowledging Mesa Water's cost saving achievements.

Photographs were taken.

PUBLIC COMMENTS

Acting President Atkinson asked for public comments on non-agendized items.

Member of the Public Andrew Nielson spoke regarding his interest in filling the vacant Board position created by the resignation of Ethan Temianka.

Member of the Public Greg Warren introduced himself noting he is also interested in filling the vacant position.

There were no additional comments from the public and Acting President Atkinson 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 on the agenda.

ACTION ITEMS:

1. ELECTION OF BOARD OFFICERS:

Acting President Atkinson introduced District Secretary Garcia who proceeded to explain the election process, noting that the Election of Officers is conducted in accordance with Resolution No. 1479.

Office of President:

District Secretary Garcia noted that nominations were now opened for the position of President. Vice President Atkinson was nominated. Ms. Garcia asked for additional nominations from the floor. There were none.

MOTION

Motion by Director Bockmiller, second by Director Fisler, to close the nominations for President. Motion passed 4-0.

MOTION

Motion by Director Fisler, second by Director Bockmiller, to nominate Vice President Atkinson for President of the Board of Directors. Motion passed 4-0, by the following roll call vote:

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

Office of Vice President:

District Secretary Garcia noted that nominations were now opened for the position of Vice President. Director Bockmiller was nominated. Ms. Garcia asked for additional nominations from the floor. There were none.

MOTION

Motion by Director Fisler, second by President Atkinson, to close the nominations for Vice President. Motion passed 4-0.

MOTION

Motion by Director Fisler, second by President Atkinson, to nominate Director Bockmiller for Vice President of the Board of Directors. Motion passed 4-0, by the following roll call vote:

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

CONSENT CALENDAR ITEMS:

2. Approve minutes of regular Board meeting of July 13, 2017.
3. Approve minutes of special Board meeting of July 17, 2017.
4. Approve minutes of special Board meeting of July 18, 2017.
5. Approve minutes of special Board meeting of July 27, 2017.
6. Approve attendance considerations (additions, changes, deletions).
7. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
 - Upcoming Community Outreach Events
8. Award a contract to Tetra Tech, Inc. for \$920,000 plus a 10% contingency for a not-to-exceed amount of \$1,012,000 to provide professional engineering design and permitting services for the West Chandler Avenue Well, the South Croddy Way Well, and the Pipeline Project.
9. Approve a contract with HDR, Inc. for \$50,000 per year for five years with two one-year renewal options for a not-to-exceed amount of \$350,000 to provide consulting services for the Pipeline Integrity Testing Program, and authorize execution of the contract.
10. Receive the Quarterly Training Report for April 1, 2017 – June 30, 2017.

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

MOTION

Motion by Director Dewane, second by Vice President Bockmiller, to approve Items 2 – 10 of the Consent Calendar. Motion passed 4-0.

PRESENTATION AND DISCUSSION ITEMS:

11. CUSTOMER SERVICE PHONE GREETING:

GM Shoenberger gave an overview of the topic and introduced Customer Services Manager Sheek. Ms. Sheek introduced Moran Consulting, Inc. Specialist Joseph Ferallo. Mr. Ferallo offered comments regarding the new call center program at Mesa Water. Ms. Sheek proceeded with a presentation that highlighted the following:

- Mesa Water's Vision, Mission & Strategic Plan Goals Related to Customer Service
- Recent Successful Programs
- Key Achievement Milestones
- New Measurement Tools
- Call Monitoring, Evaluation, and Standards
- Phone and Walk-In Surveys
- Data Collection & Measurement Tools Benefits
- Next Steps

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

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

ACTION ITEMS:

President Atkinson re-ordered the agenda to take Items 13 and 14 before Closed Session. He also requested that Closed Session be permanently moved to the end of the agenda. There were no objections.

REPORTS:

Item 13 - REPORT OF THE GENERAL MANAGER:

- July Key Indicators Report
- Other (no enclosure)

Item 14 - DIRECTORS' REPORTS AND COMMENTS:

ACTION ITEMS:

Item 12 – CLOSED SESSION:

President Atkinson announced the Board was going into Closed Session at 6:57 p.m.

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

The Board returned to Open Session at 7:50 p.m.


District Secretary Garcia announced the Board conducted one Closed Session with the General Manager, Assistant General Manager, District Secretary, and Human Resources Manager pursuant to California Government Code Section 54957.6. The Board received information and there was no other announcement.

INFORMATION ITEMS:

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

President Atkinson adjourned the meeting at 7:55 p.m. to an Adjourned Regular Board Meeting scheduled for Friday, August 25, 2017, at 8:00 a.m.

Approved:



Jim Atkinson, President



Denise Garcia, District Secretary

Recording Secretary: Sharon D. Brimer