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Satisfying our Community's
Water Needs*

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

ENGINEERING AND OPERATIONS COMMITTEE MEETING

CALL TO ORDER

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

PLEDGE OF ALLEGIANCE

Water Operations Manager Manning led the Pledge of Allegiance.

Directors Present

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

Directors Absent

Shawn Dewane, President
James R. Fisler, Director

Staff Present

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

Others Present

None

PUBLIC COMMENTS

There was no public present.

CONSENT CALENDAR ITEMS:

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

MOTION

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

ACTION ITEMS:

- 6. Elite Customer Service

Motion

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

PRESENTATION AND DISCUSSION ITEMS:

None.

REPORTS:

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

INFORMATION ITEMS:

None.

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

Approved:



Shawn Dewane, President



Denise Garcia, District Secretary