



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Thursday, March 7, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
9:00 a.m. Adjourned Regular Board Meeting**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on March 7, 2019 at 9:01 a.m. by President Dewane 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**

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

**Directors Absent**

None

**Staff Present**

Paul E. Shoenberger, P.E., General Manager  
Phil Lauri, P.E., Assistant General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Wendy Duncan, Records Management Specialist/  
Assistant District Secretary  
Marwan Khalifa, CPA, MBA, Chief Financial Officer/  
District Treasurer  
Stacie Sheek, Customer Services Manager  
Stacy Taylor, External Affairs Manager  
Syndie Ly, Human Resources Manager  
Tracy Manning, Water Operations Manager  
Kurt Lind, Business Administrator  
Brittany Erdman, Department Assistant  
Celeste Carrillo, Public Affairs Coordinator  
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

**Others Present**

Kimera A. Hobbs, Senior Consultant, Moran Consulting  
Harry Lorick, Principal, LA Consulting, Inc.  
Joyce Lorick, Vice President, LA Consulting, Inc.

**PUBLIC COMMENTS**

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

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

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

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

### ACTION ITEMS:

#### 1. CUSTOMER SERVICE AUDIT:

Customer Services Manager Sheek introduced Moran Consulting Senior Consultant Kimera Hobbs who proceeded with a presentation, entitled "The Road to Gold: Customer Service Excellence Initiative," that highlighted the following:

- Overview of Customer Service Department Activity
- Service Reinforcement/Realignment Initiative
- Scorecard
- The Road to Excellence: Current Performance
- Recommendations for Improvement
- Next Steps

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

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

### MOTION

Motion by Direction Atkinson, second by Vice President DePasquale, to receive and file the Customer Services Audit. Motion passed 4-0-1 with Director Bockmiller absent.

#### 2. ANNUAL PERFORMANCE MEASURES AND AUDITS:

Business Administrator Lind introduced LA Consulting, Inc.'s Principal Harry Lorick who proceeded with a presentation, entitled "Impact of Organizational and Structural Changes," that highlighted the following:

- Evaluation Identified Opportunities
- Organizational Change
- Process Change
- What Are Some Other Changes?
- Productivity
- Summary of Change
- Results

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

Mr. Lind provided a brief overview of the Annual Performance Measures and Audits and then proceeded with a presentation that highlighted the following:

- The Vision of Mesa Water
- Business Management Process

- Department Key Performance Indicators
- Performance Audit
- Benefits
- Recommendation

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

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

#### MOTION

Motion by Vice President DePasquale, second by Director Fisler, to direct staff to:

- a. include in the proposed Fiscal Year 2020 Budget third-party auditors to conduct the annual performance audits;
- b. promote Mesa Water's Annual Performance Measures and Audits with an outreach program; and
- c. engage an external facilitator at future Board Workshops.

Motion passed 3-2-0, with Director Atkinson and Director Bockmiller voting no.

#### 3. FORMATION AND DISSOLUTION OF COMMITTEES:

GM Shoenberger provided an overview of the topic.

Discussion ensued amongst the Board.

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

#### MOTION

Motion by Vice President DePasquale, second by Director Fisler, to confirm the 2019 Finance and Legislative & Public Affairs Committee (LPAC) regular meetings for the fourth Monday of each month, beginning in March. The Finance Committee meeting will start at 3:30 p.m. and LPAC will start as soon thereafter as the Finance agenda permits. Motion passed 5-0.

#### **RECESS**

President Dewane declared a recess at 10:25 a.m.

The Board meeting reconvened at 10:38 a.m.

#### 4. STRATEGIC PLAN:

GM Shoenberger introduced the topic by offering that, each year, the Board provides staff with direction regarding Mesa Water's goals, objectives, and outcomes for the upcoming year. Based on this direction, priorities are established, resources are allocated, and staff works to accomplish the goals and objectives, as directed.

The Strategic Goals were reviewed by the Board and staff; GM Shoenberger responded to questions.

The Board suggested minor modifications.

Discussion ensued amongst the Board.

The Board directed staff to review the upper and lower limits of the AAA rating and also, to explore electronic signature software to improve document signing procedures.

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

#### MOTION

Motion by Director Bockmiller, second by Director Fisler, to approve the updated Strategic Plan, with modifications, for 2019 and beyond. Motion passed 5-0.

#### 5. FINANCIAL GOALS AND RESERVES:

Chief Financial Officer Khalifa provided an update on Mesa Water's financial goals and reserves.

No action was taken on this topic.

#### 6. BRANDING COMMUNITY ASSETS:

GM Shoenberger provided an overview of the topic and responded to questions from the Board.

Discussion ensued amongst the Board.

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

#### MOTION

Motion by Vice President DePasquale, second by Director Bockmiller, to approve branding Mesa Water District assets. Motion passed 5-0.

#### 7. NEW CUSTOMER WELCOME PROGRAM:

GM Shoenberger reviewed the topic and responded to questions from the Board.

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

#### MOTION

Motion by Director Atkinson, second by Director Bockmiller, to receive and file the New Customer Welcome Program. Motion passed 5-0.

8. REGIONAL WATER ISSUES:

Director DePasquale recused herself from the discussion.

GM Shoenberger provided an overview of the topic and responded to questions from the Board.

No action was taken on this topic.

**REPORTS:**

9. REPORT OF THE GENERAL MANAGER

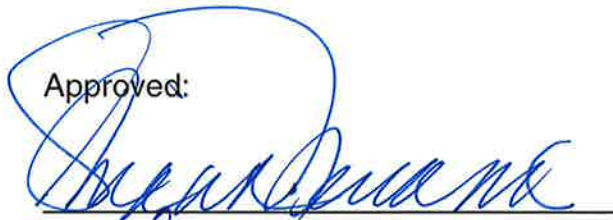
10. DIRECTORS' REPORTS AND COMMENTS

**INFORMATION ITEMS:**

11. OTHER (NO ENCLOSURE)

President Dewane adjourned the meeting at 12:33 p.m. to a Regular Board Meeting scheduled for Thursday, March 14, 2019 at 6:00 p.m.

Approved:



Shawn Dewane, President



Denise Garcia, District Secretary

Sharon D. Brimer, Recording Secretary