



*Dedicated to
Satisfying our Community's
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Wednesday, November 9, 2022
1965 Placentia Avenue, Costa Mesa, CA 92627
4:30 p.m. Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order at 4:32 p.m. by President DePasquale.

PLEDGE OF ALLEGIANCE

Director Atkinson led the Pledge of Allegiance.

Directors Present

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

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Denise Garcia, Chief Administrative Officer/
District Secretary
Marwan Khalifa, CPA, MBA, Chief Financial Officer/
District Treasurer
Tracy Manning, Chief Operating Officer
Stacie Sheek, Customer Services Manager
Andrew D. Wiesner, P.E., District Engineer
Stacy Taylor, Water Policy Manager
Kurt Lind, Business Administrator
Camille Shehadeh, Human Resources Analyst
Kaitlyn Norris, Public Affairs Specialist
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

Others Present

Kimera Hobbs, Senior Consultant, Moran Consulting, Inc.
Tim McLarney, Ph.D., President, True North Research, Inc.
Jaclynn Robinson, Ph.D., Learning and Development Consultant,
Gallup, Inc.

PUBLIC COMMENTS:

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

There was no public present and President DePasquale proceeded with the meeting.

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

General Manager Shoenberger requested Item 21 be pulled. There were no objections.

CONSENT CALENDAR ITEMS:

1. Approve minutes of regular Board meeting of September 14, 2022.
2. Approve minutes of adjourned regular Board meeting of September 27, 2022.
3. Approve minutes of special Board meeting of October 25, 2022.
4. Approve minutes of special Board meeting of October 27, 2022.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
 - Upcoming Community Outreach Events
7. Receive and file the Developer Project Status Report.
8. Receive and file the Mesa Water and Other Agency Projects Status Report.
9. Receive and file the Water Quality Call Report.
10. Receive and file the Accounts Paid Listing.
11. Receive and file the Monthly Financial Reports.
12. Receive and file the Major Staff Projects.
13. Receive and file the State Advocacy Update.
14. Receive and file the Orange County Update.
15. Receive and file the Outreach Update.
16. Receive the Quarterly Training Report for July 1, 2022 to September 30, 2022.

GM Shoenberger noted there was no report to file for Item 14.

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

MOTION

Motion by Director Bockmiller, second by Director Atkinson, to approve Items 1 – 13, 15 and 16 of the Consent Calendar. Motion passed 5 – 0.

PRESENTATION AND DISCUSSION ITEMS:

17. FISCAL YEAR 2022 CUSTOMER SERVICE AUDIT:

Business Administrator Lind provided an overview of the topic and introduced Moran Consulting, Inc. Senior Consultant Kimera Hobbs who proceeded with a presentation that highlighted the following:

- Overview of Customer Service Department Activity
- Mesa Water Notify Cogsdale Database Update Campaign
- Key Performance Indicators
- Scorecard
- The Road to Gold Current Performance
- Recommendations for Improvement

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

18. MESA WATER DISTRICT CUSTOMER SURVEY:

Public Affairs Specialist Norris provided an overview of the topic and introduced True North Research, Inc. President Tim McLarney who proceeded with a presentation that highlighted the following:

- Methodology of Study
- Most important Issue Facing Community
- Water Supply Reliability
- Knowledge of Water Origin
- Awareness of Mesa Water
- Opinion of Mesa Water District
- Descriptors for Mesa Water
- Overall Satisfaction with Service Provision
- Satisfaction with Services Tier 1
- Satisfaction with Services Tier 2
- Home Water Source
- Customer Service Representative
- Satisfaction with Communication Efforts
- Recall of Mesa Water Information by Channel
- Key Findings

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

RECESS

President DePasquale declared a recess at 5:00 p.m.

The Board meeting reconvened at 5:20 p.m.

19. 2022 EMPLOYEE ENGAGEMENT SURVEY:

Human Resources Analyst Shehadeh provided an overview of the topic and introduced Gallup, Inc., Learning and Development Consultant Jaclynn Robinson who proceeded with a presentation that highlighted the following:

- The State of Your Organization
- Key Insights from the Data
- Mesa Water: 2022 Engagement Summary
- Engagement Benchmarks
- Overall Distribution of Q¹² Engagement Items
- Next Steps

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

ACTION ITEMS:

20. WATER ADVISORY COMMITTEE OF ORANGE COUNTY OFFICERS ELECTION:

Water Policy Manager Taylor provided an overview of the topic.

Discussion ensued amongst the Board.

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

MOTION

Motion by President DePasquale, second by Vice President Dewane, to support El Toro Water District Director Mark Monin as Chair and Serrano Water District President Greg Mills as Vice Chair of the Water Advisory Committee of Orange County. Motion passed 5 – 0.

21. CONFLICT OF INTEREST CODE:

This item was deferred to the next Board of Directors Committee meeting.

22. DEPARTMENT OF WATER RESOURCES 2022 URBAN COMMUNITY DROUGHT RELIEF GRANT PROGRAM:

Water Policy Manager Taylor provided an overview of the topic.

Discussion ensued amongst the Board.

Ms. Taylor responded to questions from the Board and they thanked her for the information.

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

MOTION

Motion by Director Fisler, second by Vice President Dewane, to adopt Resolution No. 1569 Authorizing the Grant Application, Acceptance, and Execution for Mesa Water's Urban Community Drought Relief Water Storage and Supply Projects. Motion passed 4 – 1, by the following roll call vote:

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

Director Bockmiller stated he voted no in keeping with the principle that local rate payers, not state general fund taxpayers, should pay for local projects.

23. PROCEDURES FOR MEETINGS OF THE BOARD OF DIRECTORS:

District Secretary Garcia provided an overview of the topic.

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

MOTION

Motion by Vice President Dewane, second by Director Atkinson, to adopt Resolution No. 1570 Adopting Amended Procedures for Meetings of the Board of Directors Superseding Resolution No. 1547. Motion passed 5 – 0, by the following roll call vote:

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

REPORTS:

24. REPORT OF THE GENERAL MANAGER:

- September Key Indicators Report
- October Key Indicators Report
- Other (no enclosure)

25. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

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

27. OTHER (NO ENCLOSURE)

RECESS

President DePasquale declared a recess at 6:25 p.m.

The Board meeting reconvened at 6:30 p.m.

CLOSED SESSION:

President DePasquale announced the Board was going into Closed Session at 6:31 p.m.

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

The Board returned to Open Session at 7:02 p.m.

District Secretary Garcia announced that the Board conducted one Closed Session with the General Manager, District Secretary and Human Resources Analyst pursuant to California Government Code 54957.6. The Board gave direction to the General Manager and there was no further announcement.

President DePasquale adjourned the meeting at 7:05 p.m. to an Adjourned Regular Board Meeting scheduled for Tuesday, November 15, 2022 at 3:30 p.m.

Approved:

DocuSigned by:

Marice H. DePasquale

Marice H. DePasquale, President

DocuSigned by:

Denise Garcia

Denise Garcia, District Secretary

Recording Secretary: Sharon D. Brimer