



*Dedicated to
Satisfying our Community's
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Wednesday, September 25, 2024
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 4:31 p.m. by President Dewane.

PLEDGE OF ALLEGIANCE

Vice President DePasquale led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President
Marice H. DePasquale, Vice President
Jim Atkinson, Director

Directors Absent

Fred R. Bockmiller, P.E., Director
James R. Fidler, Director

Staff Present

Paul E. Shoenberger, P.E., General Manager
Wendy Kovacevic, Records Management Specialist/
Acting District Secretary
Tyler Jernigan, Water Operations Manager/
Acting District Treasurer
Stacy Taylor, Water Policy Manager
Anthony Phou, Controller
Kaitlyn Norris, Public Affairs Specialist
Karyn Igar, Senior Civil Engineer
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

Others Present

Timothy McLarney, Ph.D., President, True North Research, Inc.

PUBLIC COMMENTS

President Dewane asked for public comments.

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

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

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

CONSENT CALENDAR ITEMS:

1. Receive and file the Developer Project Status Report.
2. Receive and file the Mesa Water and Other Agency Projects Status Report.
3. Receive and file the Water Quality Call Report.

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4. Receive and file the Accounts Paid Listing.
5. Receive and file the Monthly Financial Reports.
6. Receive and file the Outreach Update.

MOTION

Motion by Vice President DePasquale, second by Director Atkinson, to approve Items 1 – 6 of the Consent Calendar. Motion passed 3 – 2, with Director Bockmiller and Director Fisler absent.

PRESENTATION AND DISCUSSION ITEMS:

7. MESA WATER DISTRICT CUSTOMER SURVEY:

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

- Methodology of Study
- Most Important Issue Facing Community
- Water Supply Reliability
- Knowledge of Water Origin
- Opinion of Mesa Water District
- Descriptors for Mesa Water
- Overall Satisfaction With Service Provision
- Satisfaction With Services Tier 1
- Satisfaction With Services Tier 2
- Satisfaction With Communication Efforts
- Key Findings

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

ACTION ITEMS:

8. ELITE CUSTOMER SERVICE PROGRAM:

MOTION

Motion by Vice President DePasquale, second by Director Atkinson, to award a five-year contract to The Northridge Group, Inc. for \$179,800 and a 10% contingency for an amount not to exceed \$197,780 to develop and conduct training to optimize elite customer service, and authorize execution of the contract. Motion passed 3 – 2, with Director Bockmiller and Director Fisler absent.

9. DIRECTORS AND OFFICERS LIABILITY INSURANCE:

Discussion ensued amongst the Board.

Controller Phou responded to questions from the Board.

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MOTION

Motion by Vice President DePasquale, second by Director Atkinson, to direct staff to acquire Directors and Officers Liability Insurance Option 2 offered through the Association of California Water Agencies Joint Powers Insurance Authority. Motion passed 3 – 2, with Director Bockmiller and Director Fisler absent.

10. DIRECTORS’ COMPENSATION AND EXPENSE REIMBURSEMENT:

MOTION

Motion by Vice President DePasquale, second by President Dewane, to direct staff to schedule a public hearing for the October 23, 2024 Board of Directors meeting, with a modification to consider adjusting Directors’ fees to the maximum allowed for both compensation and matching contributions. Motion passed 3 – 2, with Director Bockmiller and Director Fisler absent.

REPORTS:

11. REPORT OF THE GENERAL MANAGER:

- August Key Indicators Report

12. DIRECTORS’ REPORTS AND COMMENTS

INFORMATION ITEMS:

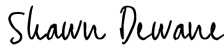
13. FEDERAL ADVOCACY UPDATE

14. STATE ADVOCACY UPDATE

15. ORANGE COUNTY UPDATE

President Dewane adjourned the meeting at 5:27 p.m. to a Regular Board Meeting scheduled for Wednesday, October 9, 2024 at 4:30 p.m.

Approved:

DocuSigned by:

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 Shawn Dewane, President

Signed by:

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 Denise Khalifa, District Secretary

Recording Secretary: Sharon D. Brimer