



CALAVERAS COUNTY WATER DISTRICT External Relations Committee Meeting

OUR MISSION

Protect, enhance, and develop Calaveras County's water resources and watersheds to provide safe, reliable, and cost-effective services to our communities.

2021-2026 Strategic Plan, Adopted April 28, 2021, can be viewed at this [link](#)

External Relations Committee
Tuesday, July 30, 2024
1:00 p.m.

Calaveras County Water District
120 Toma Court
San Andreas, California 95249

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Administration Office at 209-754-3028. Notification in advance of the meeting will enable CCWD to make reasonable arrangements to ensure accessibility to this meeting. Any documents that are made available to the Board before or at the meeting, not privileged or otherwise protected from disclosure, and related to agenda items, will be made available at CCWD for review by the public.

District Board Meetings are open to in-person attendance by the public and are conducted virtually. The public may participate in the District's Board meeting with the link below. Members of the public who participate in the meeting via teleconference or web conference will be given the opportunity to speak and address the Board, and their comments will be included in the recording of the meeting.

While the District makes efforts to facilitate remote participation, please be aware that remote Teams involvement is offered solely for convenience. In the event of a technological malfunction, the Board can only guarantee the receipt of live comments through in-person attendance. With the exception of a noticed teleconference meeting, the Board retains the right to proceed with the meeting without remote access in case of a malfunction.

Microsoft Teams meeting

Join on your computer, mobile app or room device.

[Click here to join the meeting](#)

Meeting ID: 238 636 677 359

Passcode: p6j7Qz

Or call in (audio only)

[+1 323-647-8603,,43938722#](#)

Phone Conference ID: 439 387 22#

COMMITTEE MEMBERS

Russ Thomas, Chair

Cindy Secada Director

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. **ROLL CALL**

2. **PUBLIC COMMENT**

At this time, members of the public may address the Committee on any non-agendized item. The public is encouraged to work through staff to place items on the agenda for consideration. Comments are limited to three minutes per person.

3. **APPROVAL OF MINUTES**

3a Approval of Minutes for the May 28, 2024, Committee Meeting

4. **NEW BUSINESS**

4a Discussion regarding the Customer Service and External Affairs Reports
(Russ Thomas, Committee Chair)

4b* Update/Discussion on the New CCWD Website and Survey Options
(Kelly Gerkenmeyer, External Affairs Manager)

4c* Discussion regarding Clean Fleets Implementation and CPPA's Role
(Michael Minkler, General Manager)

4d* Discussion regarding Inter-Agency Purchasing Pooling
(Damon Wyckoff, Director of Operations)

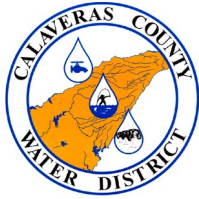
5.* **GENERAL MANAGER COMMENTS**

6.* **DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS**

7. **NEXT COMMITTEE MEETING**

- Tuesday, August 27, 2024, at 1:00 p.m.

8. **ADJOURNMENT**



**CALAVERAS COUNTY WATER DISTRICT
EXTERNAL RELATIONS COMMITTEE MEETING**

**MINUTES
MAY 28, 2024**

The following Committee Members were present:

Cindy Secada	Director
Russ Thomas	Director

Staff Present:

Rebecca Hitchcock	Clerk to the Board
Kelly Gerkenmeyer	External Affairs Manager
John Coleman	Water Resources Manager
Pat Burkhardt*	Construction and Maintenance Manager
Stacey Lollar*	Human Resources Manager
Kate Jesus*	Human Resources Technician
Mark Rincon-Ibarra*	District Engineer
Haley Airola*	Engineering Coordinator
Bana Rousan-Gedese*	Water Resources Specialist
Michael Bear*	Accountant
Kylie Muetterties*	Accountant
Tiffany Burke*	Operations Administrative Technician

Public Present: Francisco De La Cruz
Michael Rogers
Scott Ratterman

*Attended the meeting virtually

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

The meeting was called to order at 1:01 p.m., the Pledge of Allegiance was led by President Thomas.

2. PUBLIC COMMENT

Public comment was given by Francisco de la Cruz

3. APPROVAL OF MINUTES

3a Approval of Minutes for the April 23, 2024, Committee Meeting

Director Secada moved to approve the Minutes for the meeting of April 23, 2024, and Director Thomas seconded.

4. NEW BUSINESS

- 4a [External Affairs Update](#)
(Kelly Gerkenmeyer, External Affairs Manager)

DISCUSSION: Kelly Gerkenmeyer, External Affairs Manager, presented an External Affairs update and responded to questions from the committee.

Public Comment: Public comment was given by Michael Castro.

- 4b Customer Service Update
(Kelly Richards, Business Services Manager)

The item was tabled due to Kelly Richards' absence.

5. GENERAL MANAGER COMMENTS

There were no General Manager comments.

6. DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS

Director Secada asked for more detailed information in future agendas regarding the strategic plan and customer satisfaction survey.

Director Thomas commented on fiscal responsibility and the cost of tracking various metrics.

Public Comment: Public comments were given by Francisco de la Cruz and Michael Castro.

7. NEXT COMMITTEE MEETING

- Tuesday, June 25, 2024, at 1:00 p.m.

8. ADJOURNMENT

The meeting was adjourned at 2:44 p.m.

Respectfully Submitted,

Rebecca Hitchcock
Clerk to the Board

Agenda Item

DATE: July 30, 2024

TO: External Relations Committee

FROM: Michael Minkler, General Manager

SUBJECT: Discussion regarding the Customer Service and External Affairs Manager Reports

SUMMARY:

Regular reports from the Customer Service Department and the External Affairs Manager have been features of the External Relations Committee. The reports have proven to be very informative and cover a broad range of topics. The Business Services Manager and External Affairs Manager have enhanced those reports over time to address customer outreach metrics, survey tools, and strategic plan implementation, which are priority items for all CCWD Board members. To ensure the whole CCWD Board can participate in those discussions, the reports have been moved to the second Board meeting of each month where they will alternate every other month.

STRATEGIC PLAN INITIATIVES:

PP-01 Develop and execute a Communication Plan that supports the District's outreach to internal and external partners and reflect our shared values and mission.

PP-02 Engage and facilitate partnerships to best utilize the District's assets and promote the District's legislative position

PP-06 Continue to partner with other organizations and water agencies on grant opportunities and policy advocacy

PP-07 Increase District recognition and expand partnerships' engagement through community events and outreach opportunities

FINANCIAL CONSIDERATIONS:

None at this time.