



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

**MINUTES  
MARCH 26, 2024**

The following Committee Members were present:

Cindy Secada	Director
Russ Thomas	Director

Staff Present:

Michael Minkler	General Manager
Rebecca Hitchcock	Clerk to the Board
Damon Wyckoff	Director of Operations
Pat Burkhardt	Construction & Maintenance Manager
Kelly Richards	Business Services Manager
Kelly Gerkenmeyer	External Affairs Manager
John Coleman	Water Resources Manager
Stacey Lollar*	Human Resources Manager
Kate Jesus*	Human Resources Technician
Mark Rincon-Ibarra*	District Engineer
Juan Maya*	Civil Engineer
Haley Airola*	Engineering Coordinator
Tiffany Burke*	Operations Administrative Technician

Public Present:

Francisco De La Cruz  
Michael Rogers  
Mike Castro  
Sean Dingman\*  
Scott Ratterman\*

**ORDER OF BUSINESS**

**CALL TO ORDER / PLEDGE OF ALLEGIANCE**

**1. ROLL CALL**

The meeting was called to order at 1:00 p.m., the Pledge of Allegiance was led by Thomas.

**2. PUBLIC COMMENT**

Public Comment was given by Francisco de la Cruz.

**3. APPROVAL OF MINUTES**

Director Secada moved to approve the Minutes for the meeting of February 27, 2024, and Director Thomas seconded.

**4. NEW BUSINESS**

- 4a [Customer Service Update](#)  
(Kelly Richards, Business Services Manager)

**DISCUSSION:** Kelly Richards, Business Services Manager, presented the customer service update and she responded to questions from the Committee.

**PUBLIC COMMENT:** Public Comments were given by Mike Castro and Francisco de la Cruz.

- 4b [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 Francisco de la Cruz.

- 4c [Performance Tracking](#)  
(Michael Minkler, General Manager)

**DISCUSSION:** Damon Wyckoff, Director of Operations presented Service Order Dashboard and responded to questions from the committee.

**PUBLIC COMMENT:** Public Comment was given by Francisco de la Cruz.

**5. GENERAL MANAGER COMMENTS**

There were no additional General Manager comments.

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

Director Secada would like a report out on the progress of the Strategic Plan and an agenda item on a future customer satisfaction survey.

**7. NEXT COMMITTEE MEETING**

- Tuesday, April 23, 2024, at 1:00 p.m.

**8. ADJOURNMENT**

The meeting was adjourned at 3:01 p.m.

Respectfully Submitted,



Rebecca Hitchcock  
Clerk to the Board