



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

**MINUTES
FEBRUARY 27, 2024**

The following Committee Members were present:

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| Cindy Secada | Director |
| Russ Thomas | Director |

Staff Present:

| | |
|--------------------|----------------------------|
| Michael Minkler | General Manager |
| Rebecca Hitchcock | Clerk to the Board |
| Kelly Richards | Business Services Manager |
| Kelly Gerkenmeyer | External Affairs Manager |
| Stacey Lollar | Human Resources Manager |
| Damon Wyckoff | Director of Operations |
| Jesse Hampton | Plant Operations Manager |
| Kate Jesus | Human Resources Technician |
| Mark Rincon-Ibarra | District Engineer |

Public Present:

Francisco De La Cruz
Michael Rogers
Mike Castro

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

The meeting called to order at 1:04 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 January 4, 2024, with amendment to add letter from Francisco de la Cruz, 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 provided a live demo of the customer portal. She responded to questions from the Committee.

PUBLIC COMMENT: Public Comment was given by Francisco de la Cruz and Mike Rodgers.

- 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 and Mike Rodgers.

RECESS was called at 2:35 p.m. **SESSION RESUMED** at 2:40 p.m.

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

DISCUSSION: The Committee led an in-depth discussion on metrics the District can report out on. The workshop included staff members: Michael Minkler, Stacey Lollar, Damon Wyckoff, Jesse Hampton, Mark Rincon-Ibarra, Kelly Richards, Kelly Gerkenmeyer, and Kate Jesus; members of the public Francisco de la Cruz, Michael Rogers, and Mike Castro; and the Committee members Cindy Secada and Russ Thomas.

The recommendation of the Committee was to bring four to five measurable metrics to the next committee meeting and bring the website proposal to the full board for direction.

5. GENERAL MANAGER COMMENTS

There were no additional General Manager comments.

6. DIRECTOR COMMENTS OR FUTURE AGENDA ITEMS

There were no additional Director comments.

7. NEXT COMMITTEE MEETING

- Tuesday, March 26, 2024, at 1:00 p.m.

8. ADJOURNMENT

The meeting was adjourned at 4:31 p.m.

Respectfully Submitted,



Rebecca Hitchcock
Clerk to the Board