

CALAVERAS COUNTY WATER DISTRICT External Relations Committee Meeting

**MINUTES
JANUARY 4, 2024**

The following Committee Members were present:

Director Underhill
Director Thomas

Staff Present:

Michael Minkler, General Manager
Rebecca Hitchcock, Clerk to the Board
Kelly Richards, Customer Service Supervisor
Kelly Gerkenmeyer, Water Resources Specialist
Kate Jesus, Engineering Coordinator
Stacey Lollar, Human Resources Manager
Jeff Meyer, Director of Administrative Services
Mark Rincon-Ibarra, District Engineer
Tiffany Burke, Administrative Technician
Dylan Smith, IT Technician

Others Present:

Francisco de la Cruz
Mike Rodgers
Ralph Copeland
Cindy Secada
Stephanie H.

ORDER OF BUSINESS

CALL TO ORDER / PLEDGE OF ALLEGIANCE

1. ROLL CALL

Director Underhill called the meeting to order at 1:00 p.m.

2. PUBLIC COMMENT

Francisco de la Cruz presented a letter to the Board via email regarding his request for a District dashboard (attached).

3. APPROVAL OF MINUTES

3a Approval of Minutes for August 22, September 26, October 31, and December 7, 2023 Committee Meetings

Directors Thomas/Underhill approved the Minutes for the August 22, September 26, October 31, and December 7, 2023, Committee Meetings.

Approved February 27, 2024

4. **NEW BUSINESS**

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

Discussion: Kelly Richards reported on the following items: 1) call queues, emails, and work orders; 2) the vacancy in customer service has been filled. There was discussion regarding remaining the temporary position; 3) the go live date of the Customer Portal; 4) and the Customer Assistance program including the open slots in Waver and Wastewater; and 5) the LIWAP program through ATCAA has been closed. Assistance of \$52,242 was provided to CCWD customers through that program.

- 4b External Affairs Update
(Kelly Gerkenmeyer, External Affairs Manager)

Discussion: Kelly Gerkenmeyer reported on the following items: 1) the Copperopolis town hall the previous evening; 2) the outreach exposure on the town hall; 3) the recent tours in West Point and Jenny Lind; 4) the status of the dashboard; 5) the Ops reports; 6) the customer survey presented at the town hall; and 6) the location of the 2022 Water Quality Report on the website.

5. **GENERAL MANAGER COMMENTS**

Michael Minkler discussed the roll out of the customer portal, the presentation at the MCWRA Water Forum, and the Copperopolis Town Hall.

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

Director Thomas stated he enjoyed attending the ACWA Fall Conference.

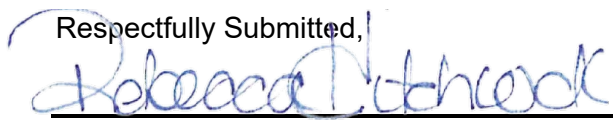
Director Underhill discussed winter storms now that winter has arrived.

7. **NEXT COMMITTEE MEETING**

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

8. **ADJOURNMENT**

The meeting was adjourned at 2:50 p.m.

Respectfully Submitted,


Rebecca Hitchcock
Clerk to the Board

Subject: Introduction of Rate-Payer Centric Performance Dashboard and Metrics

Date: January 4, 2024

To: Board of Directors
Calaveras County Water District

Dear Members of the Board,

I am writing to inform you about the implementation of a groundbreaking initiative aimed at enhancing transparency and accountability within our CCWD agency—the deployment of a Rate-Payer Centric Performance Dashboard.

This strategic tool will serve as a comprehensive platform for assessing the performance of CCWD, leveraging industry-standard metrics.

Throughout the upcoming year, we are committed to evaluating our operations through the lens of rate-payers, ensuring that their interests are at the forefront of our decision-making processes. The performance dashboard will provide real-time insights into critical aspects of our services, enabling us to make data-driven decisions for continuous improvement.

The key industry-standard metrics we will be utilizing on the performance dashboard include:

1. **Customer Satisfaction** - Measuring the satisfaction of our rate-payers through surveys and feedback mechanisms.

- **Customer Satisfaction Surveys:** Measure overall customer satisfaction with service quality, reliability, and communication. Regularly conducted surveys provide valuable feedback.
- **Break/Fix Incident Resolution Rates:** Track the percentage of customer Break/Fix Incidents that are resolved within set timeframes. High resolution rates indicate responsiveness and effective customer service.
- **Number of Customer Inquiries:** Monitor the volume of customer inquiries regarding billing, service issues, and information requests. Lower inquiry rates suggest clear communication and efficient service delivery.
- **Social Media Engagement:** Analyze online sentiment and feedback through social media platforms. Engaging with customers online provides insights into needs and concerns.

2. **Service Reliability and Availability** - Monitoring the reliability and availability of water and wastewater services to meet the needs of our communities.

- **Mean-time-to-repair (MTTR)** — Measure the average time it takes to repair a reported problem from customer.
- **Emergency Response Times:** Measure the time taken to respond to and resolve water or wastewater emergencies. Faster response times minimize impacts on communities and safeguards public health.

3. **Operational Effectiveness**-Assessing the efficiency of our processes to optimize resource utilization and minimize operational costs:

- **Non-Revenue Water (NRW) Rates:** This measures the percentage of water lost without generating revenue (leakage, meter inaccuracies, etc.). Lower NRW rates indicate efficient infrastructure management.
- **Compliance Rates:** Measure compliance with regulatory standards for water quality, wastewater treatment, and environmental protection. Consistent compliance demonstrates responsible operation.
- **Customer Outage Duration (COD):** Measures the average duration of water or wastewater service interruptions. Lower COD signifies reliability and efficient response to disruptions.
- **Maintenance Expenditure per Mile of Pipelines:** Tracks the average cost of maintaining pipelines per mile. Reduced costs indicate efficient resource allocation and maintenance practices.

4. **Financial Management** - Ensuring the financial stability of the agency to maintain long-term viability and deliver reliable services to rate-payers:

- **Debt-to-Equity Ratio:** Indicates the agency's reliance on debt to fund operations. A healthy ratio demonstrates financial stability and manageable debt levels.
- **Operating Expense per Unit of Water Sold:** Tracks the cost of delivering water per unit. Lower operating expenses indicate efficient usage of resources.
- **Capital Investment per Customer:** Measures the agency's investment in infrastructure renewal and expansion per customer. Consistent investment ensures long-term service sustainability.
- **Rate Affordability Index:** Assesses the water and wastewater bills' burden on customers compared to income levels. Maintaining affordability ensures equitable access to services.

5. **Safety and Reliability:**

- **Number of Safety Incidents:** Track the frequency and severity of accidents and injuries involving employees and infrastructure. Low incident rates indicate strong safety protocols and risk management practices.
- **Infrastructure Condition Index:** Evaluate the overall condition of pipelines, treatment facilities, and other critical infrastructure. Maintaining a high index ensures system reliability and avoids potential failures. (We will collaborate on the development of a CCWD-specific index that acknowledges the complexity of the district operations.)
- **Investment in Cybersecurity:** Track investments in cybersecurity measures to protect critical infrastructure and data from cyberattacks. Adequate investments demonstrate proactive risk mitigation.

These metrics align with industry best practices and will enable us to demonstrate a commitment to excellence and accountability. Regular updates on the performance dashboard will be provided to the board, allowing for informed discussions and decisions to further enhance the overall service delivery of our agency.

To a large degree, much of this data already exists in many forms, and simply needs to be organized to show trends, areas of concern, or other changes requiring attention.

Are we getting Better or Worse?

We look forward to the positive impact this Rate-Payer Centric Performance Dashboard will have on our agency's operations and our relationship with the communities we serve. Your support and engagement in this initiative are crucial as we strive to create a more responsive and accountable water and wastewater services agency.

Our plan is to identify and agree on the data necessary/available to produce the above metrics and to begin reporting on these results on a monthly basis. We will be working with the External Relations Committee to formalize the process and will look forward to our first organizational meeting next month, currently scheduled for January 12.

Please consider this a formal Request for Information on an ongoing basis for the data necessary to produce these metrics.

Please also consider this a request for a standing Agenda item at future CCWD Board Meetings and External Affairs Committee meetings.

Thank you for your attention to this matter.

Sincerely,

Francisco de la Cruz

CCWD Advisory Group

