



**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