

# 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, March 26, 2024  
1:00 p.m.

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

**Board Chambers are open to the public and the following alternative is available to members of the public who wish to participate in the meeting virtually:**

### Microsoft Teams meeting

Join on your computer, mobile app or room device

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Meeting ID: 238 636 677 359

Passcode: p6j7Qz

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**Or call in (audio only)**

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

Phone Conference ID: 439 387 22#

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### **ORDER OF BUSINESS**

#### **CALL TO ORDER / PLEDGE OF ALLEGIANCE**

1. **ROLL CALL**

2. **PUBLIC COMMENT**

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#### **COMMITTEE MEMBERS**

Russ Thomas, Chair      Cindy Secada Director

**3. APPROVAL OF MINUTES**

3a Approval of Minutes for the February 27, 2024, Committee Meeting

**4. NEW BUSINESS**

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

4b\* External Affairs Update  
(Kelly Gerkenmeyer, External Affairs Manager)

4c\* Performance Tracking  
(Michael Minkler, General Manager)

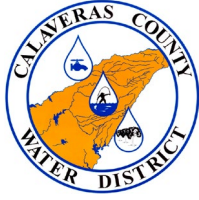
**5.\* GENERAL MANAGER COMMENTS**

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

**7. NEXT COMMITTEE MEETING**

- Tuesday, April 22, 2024, at 1:00 p.m.

**8. ADJOURNMENT**



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

**MINUTES  
FEBRUARY 27, 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
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,

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Rebecca Hitchcock  
Clerk to the Board