



*Dedicated to
Satisfying our Community's
Water Needs*

**AGENDA
MESA WATER DISTRICT
BOARD OF DIRECTORS
Monday, October 30, 2023
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Adjourned Regular Board Meeting**

CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

Items Not on the Agenda: Members of the public are invited to address the Board regarding items which are not appearing on the posted agenda. Each speaker shall be limited to three minutes. The Board will set aside 30 minutes for public comments for items not appearing on the posted agenda.

Items on the Agenda: Members of the public shall be permitted to comment on agenda items before action is taken, or after the Board has discussed the item. Each speaker shall be limited to three minutes. The Board will set aside 60 minutes for public comments for items appearing on the posted agenda.

ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA

At the discretion of the Board, all items appearing on this agenda, whether or not expressly listed as an Action Item, may be deliberated and may be subject to action by the Board.

ACTION ITEMS:

1. **REGIONAL WATER ISSUES:**

Recommendation: Discuss and take action as the Board desires.

2. **BUSINESS IMPROVEMENT PROCESS:**

Recommendation: Direct staff to draft a resolution formalizing into policy the Business Improvement Process.

3. **MESA WATER EDUCATION CENTER EVENT:**

Recommendation: Discuss and take action as the Board desires.

4. **FISCAL YEAR 2023 STRATEGIC PLAN:**

Recommendation: Receive the status of the Fiscal Year 2023 Strategic Plan.



REPORTS:

5. REPORT OF THE GENERAL MANAGER
6. DIRECTORS' REPORTS AND COMMENTS

CLOSED SESSION:

7. PURSUANT TO CALIFORNIA GOVERNMENT CODE SECTION 54957.6:
PUBLIC EMPLOYEE PERFORMANCE EVALUATION
TITLE: GENERAL MANAGER

ACTION ITEMS (CONT.):

8. ANNUAL PERFORMANCE EVALUATION FOR THE GENERAL MANAGER:

Recommendation: Take action as the Board desires.

In compliance with California law and the Americans with Disabilities Act, if you need disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, or if you need the agenda provided in an alternative format, please call the District Secretary at (949) 631-1205. Notification 48 hours prior to the meeting will enable Mesa Water District (Mesa Water®) to make reasonable arrangements to accommodate your requests.

Members of the public desiring to make verbal comments using a translator to present their comments into English shall be provided reasonable time accommodations that are consistent with California law.

Agenda materials that are public records, which have been distributed to a majority of the Mesa Water Board of Directors (Board), will be available for public inspection at the District Boardroom, 1965 Placentia Avenue, Costa Mesa, CA and on Mesa Water's website at www.MesaWater.org. If materials are distributed to the Board less than 72 hours prior or during the meeting, the materials will be available at the time of the meeting.

**ADJOURN TO A REGULAR BOARD MEETING SCHEDULED FOR WEDNESDAY,
NOVEMBER 8, 2023 AT 4:30 P.M.**



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: October 30, 2023
SUBJECT: Regional Water Issues

RECOMMENDATION

Discuss and take action as the Board desires.

STRATEGIC PLAN

Goal #1: Provide an abundant, local, reliable and safe water supply.
Goal #2: Perpetually renew and improve our infrastructure.
Goal #7: Actively participate in regional and statewide water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

Mesa Water District (Mesa Water®) has numerous regional water supply issues currently under assessment and development. The following regional water supply topics will be presented and discussed at the October 30, 2023 Board of Directors' workshop:

- 1. PFAS Conditions and Status:** This discussion will include information on the Orange County groundwater basin's per- and polyfluoroalkyl substances (PFAS) contamination, the regulatory status of these compounds, as well as potential future impacts to Mesa Water supplies.
- 2. Mesa Water Supply:** This discussion will include the status of the Local groundwater Supply Improvement Project (Local SIP).

FINANCIAL IMPACT:

None.

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Kurt Lind, District Business Administrator
DATE: October 30, 2023
SUBJECT: Business Improvement Process

RECOMMENDATION

Direct staff to draft a resolution formalizing into policy the Business Improvement Process.

STRATEGIC PLAN

- Goal #1: Provide an abundant, local, reliable and safe water supply.
- Goal #2: Perpetually renew and improve our infrastructure.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase favorable opinion of Mesa Water.
- Goal #5: Attract, develop and retain skilled employees.
- Goal #6: Provide excellent customer service.
- Goal #7: Actively participate in regional and statewide water issues.

PRIOR BOARD ACTION/DISCUSSION

At its April 11, 2013 meeting, the Board of Directors (Board) approved the Business Process Evaluation project. The purpose of this evaluation was to investigate and document current organizational operations and identify opportunities to improve various business processes, including organizational structure, labor usage, technology utilization and needs, work management, effectiveness, and efficiency.

At its May 22, 2014 meeting, the Board approved the Business Improvement Process Implementation (BIPI). The purpose of this implementation was to institutionalize and optimize Mesa Water District's (Mesa Water®) business processes, as well as establish new systems and upgrade existing automated tools to increase accountability to allow for process improvement.

At its March 26, 2018 workshop, the Board directed staff to develop District-wide key performance indicators and annual audits. The purpose of this direction was to provide the final feedback link to a sound business process strategy. The Strategic Plan establishes the vision that the Board has created. Management and staff work together to develop the plans and measures detailing how to reach that vision. Annual audits are an independent, third-party check of our system and processes to ensure they are functioning as designed.

At its April 7, 2019 workshop, the Board received a presentation from LA Consulting, Inc. (LAC) showing the results of Mesa Water's BIPI. Mesa Water staff then outlined the District's process for developing performance measures and conducting annual audits for Mesa Water. The Board directed staff to include in the proposed Fiscal Year (FY) 2020 budget a third-party auditor to conduct the annual Performance Audit for FY 2019.

At its December 10, 2020 meeting, the Board received a presentation from LAC that highlighted the development of the Performance Audit, the results of the FY 2019 Mock Performance Audit, and the next steps in the BIPI process.



BACKGROUND

In 2013, Mesa Water obtained professional consulting services to optimize their business operating units. LAC was retained by Mesa Water in April 2013, through a competitive selection process, to evaluate the business processes of six departments including Administrative Services, Customer Services, Engineering, Financial Services, Public & Government Affairs and Water Operations.

The evaluation was completed in March 2014 and many opportunities were identified for improvement that have saved Mesa Water an estimated \$6.3 million over five years, reduced staff from 72 to 56 employees, and significantly improved productivity. Staff efforts have benefited Mesa Water customers by optimizing the workforce and the resources, while reducing overall operational costs.

DISCUSSION

Mesa Water is embracing the opportunity to keep its business optimization moving forward by continuing the performance management process. The first two steps of the performance management process have been firmly established with the Board's Strategic Plan and aligned Department Goals.

Strategic Plan

Mesa Water's fiscal year Strategic Plan outlines Mesa Water's vision, mission and core values and provides guidance for staff to develop specific Department Goals.

Department Goals

These goals pinpoint strategic opportunities that move the District toward new initiatives that will improve the organization and benefit the ratepayers. These department goals are measured each fiscal year in the status provided to the Board at the fall Board workshop.

The next two vital steps of the process have also now been established with the development of each department's Key Performance Indicators (KPIs) and the conducting of the four annual audits.

KPIs

The District's newly developed KPIs are the heartbeat of the performance management process and were established by working together with management and staff. The departmental KPIs are simple to produce, meaningful and impactful. The performance indicators were chosen for their ability to monitor the results of our day-to-day operations and ensure that the organization is running efficiently and effectively.

Annual Audits

The District continues to consistently conduct the Environmental, Health and Safety Program Audit, the Customer Service Audit, and the Information Technology Audit. The most current audit to be added to the mix is the Performance Audit. The District has performed one Mock Performance Audit (FY 2019) and two annual Performance Audits (FY 2022 and FY 2023).



The annual Performance Audit, verified by a third-party independent auditor, provides the Board with confidence that the following performance standards are being addressed effectively:

- Ensuring the quality of the information staff uses to measure;
- Ensuring that our business systems and related processes are set up and operating appropriately;
- Ensuring that critical activities are completed on time and with quality; and
- Ensuring critical programs and processes are in place and operating properly.

The results from each of the District's four annual audits allow Mesa Water to identify gaps and areas of improvement, while also demonstrating that, as an organization, the District champions the concept of continuous improvement.

Current Process

The Board sets the vision and establishes policy to carry out their vision. The vision is embodied in the development of each fiscal year's Strategic Plan which outlines specific Department Goals. KPIs are then verified by an annual independent audit confirmation, anchoring and completing the Board's vision for a well-run, efficient and productive organization.

This process is perpetual because it is flexible. Future Mesa Water Boards may have a different vision, with different goals and different KPIs. However, the process remains the same. The permanent formalization of the BIPI performance management process will assure transparency and accountability for our current ratepayers and for future generations of our community, while also preserving Mesa Water's excellence as a top performing public water agency.

Next Steps

The BIPI has been a part of Mesa Water's best practices business approach over the past ten years. To formalize the BIPI process into recognized policy, staff recommends that the Board direct them to draft a resolution institutionalizing the Business Improvement Process from start (Strategic Plan) to finish (5-7 year District-wide BIPI operational review).

To encourage productive and constructive discussion among the Board, staff has outlined four steps to be considered in the formalization of the BIPI process:

1. Assign the District Business Administrator the role of overseeing the District's annual audits;
2. Set the process of third-party independent auditors conducting the District's annual audits including the Environmental, Health and Safety Program Audit, the Customer Service Audit, the Information Technology Audit, and the Performance Audit;
3. Using the well-established Annual Financial Report (AFR) process, an annual Ad Hoc Committee meeting with the District Business Administrator, separate of the General Manager, would be the entrance conference to the District's annual audits and allow the Board to communicate any questions or concerns they would like to see addressed in that year's audits. Also, similar to the AFR process, the exit conference of the annual audits would consist of each of the audit's results being presented to the Board; and
4. Conduct a District-wide BIPI operational review every five to seven years to assess Mesa Water's efficiency and effectiveness, and to discover opportunities to improve the District's business model. This would entail retaining a third-party independent consultant every five to seven years to conduct a review of all Mesa Water departments and processes to ensure they are up to date, efficient, effective, cost-conscious, and beneficial to the ratepayers.



The October 30, 2023 workshop is intended as a forum for staff to garner the Board's thoughts and directives in regards to a resolution implementing formal organizational structure and change.

FINANCIAL IMPACT

There is no financial impact for the discussion of this matter.

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: October 30, 2023
SUBJECT: Mesa Water Education Center Event

RECOMMENDATION

Discuss and take action as the Board desires.

STRATEGIC PLAN

Goal #4: Increase favorable opinion of Mesa Water.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

Mesa Water District's (Mesa Water®) outreach program aims to connect Mesa Water with its constituents to achieve Goal #4 of the Board of Directors' (Board) Strategic Plan. Outreach activities include educating and informing the District's constituents about Mesa Water, water issues, and water in general.

The Mesa Water Education Center (MWEC) is nearing completion. As the only facility of its kind in Orange County, the MWEC will be a premier destination for fifth grade school fieldtrips, civic, business and community organizations, residents and other visitors to learn more about Mesa Water.

To celebrate this milestone, a Ribbon Cutting event will be held on Friday, April 5, 2024. This event will be a tremendous opportunity for Mesa Water to engage with industry leaders, elected officials, business and community leaders to debut the MWEC.

Staff will provide for discussion the Ribbon Cutting Invite List to the Board at the October 30, 2023 workshop.

FINANCIAL IMPACT

In Fiscal Year 2024, \$906,450 is budgeted for Support Services; \$207,480 has been spent to date.

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: October 30, 2023
SUBJECT: Fiscal Year 2023 Strategic Plan

RECOMMENDATION

Receive the status of the Fiscal Year 2023 Strategic Plan.

STRATEGIC PLAN

- Goal #1: Provide an abundant, local, reliable and safe water supply.
- Goal #2: Perpetually renew and improve our infrastructure.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase favorable opinion of Mesa Water.
- Goal #5: Attract, develop and retain skilled employees.
- Goal #6: Provide excellent customer service.
- Goal #7: Actively participate in regional and statewide water issues.

PRIOR BOARD ACTION/DISCUSSION

At its October 25, 2022 workshop, the Board of Directors (Board) approved the Fiscal Year (FY) 2023 Strategic Plan.

DISCUSSION

Mesa Water District's (Mesa Water®) Board provides staff with direction annually regarding the District's strategic goals, objectives and outcomes for the upcoming fiscal year. Based on this direction, priorities are established, resources are allocated and staff works to accomplish the goals and objectives, as directed.

The intent of this agenda item is for the Board to review and discuss the status of the FY 2023 Strategic Plan (Attachment A). The status of each goal, objective and outcome is signified using the following three-color system:

- ◆ Green - completed/on schedule
- ◆ Yellow - pending/behind schedule
- ◆ Red - not achieved

Based on input received from the Board, staff will incorporate any comments into drafting the FY 2025 Strategic Plan, and further analyze the opportunities and constraints associated with the list of proposed initiatives. Staff will discuss the FY 2025 Strategic Plan with the Board at the next workshop to determine the feasibility of the proposed initiatives and to develop work plans and schedules.

FINANCIAL IMPACT

None.



ATTACHMENTS

Attachment A: Fiscal Year 2023 Strategic Plan, Status



STRATEGIC PLAN

Fiscal Year 2023

Vision

To Be a Top Performing Water Agency

Mission Statement

Mesa Water District, a local independent special district, manages its finances and water infrastructure, and advocates water policy, while reliably providing an abundance of clean, safe water to benefit the public's quality of life.

Core Values

- **Health and Safety of the Public and Our Staff**
- **Excellence**
- **Philosophy of Abundance**
- **Perpetual Agency Philosophy**

Strategic Goals

- 1. Provide an abundant, local, reliable and safe water supply.**
- 2. Perpetually renew and improve our infrastructure.**
- 3. Be financially responsible and transparent.**
- 4. Increase favorable opinion of Mesa Water.**
- 5. Attract, develop and retain skilled employees.**
- 6. Provide excellent customer service.**
- 7. Actively participate in regional and statewide water issues.**

WATER SUPPLY AND RELIABILITY

Strategic Goal #1

Provide an abundant, local, reliable and safe water supply.

Objective A: Continue to meet and surpass water quality standards.

- ◆ Meet and surpass primary water quality standards
- ◆ Meet and surpass secondary water quality standards
- ◆ Perform required water quality tests annually
- ◆ Develop, plan and obtain approval for annual winter free chlorine conversion

Objective B: Maintain and protect a high quality water supply.

- ◆ Efficiently maintain backflow, cross-connection, and recycled water programs to protect the water system from contamination
- ◆ Implement requirements of Lead and Copper Rule Revisions
- ◆ Initiate construction of Reservoir Chemical Management Systems

Objective C: Continue to ensure a reliable and abundant supply of water.

- ◆ Provide a 100% local and reliable water supply portfolio
- ◆ Complete construction of new wells to provide 115% of peak demand
- ◆ Prepare a report on brackish groundwater opportunities
- ◆ Complete construction of the MWRf and Well Storage Buildings

Objective D: Ensure emergency operations.

- ◆ Conduct regular testing of all backup power and communications systems
- ◆ Initiate construction of emergency backup power at District Headquarters, Reservoir 1 and Kemp Reservoir
- ◆ Maintain EOC equipment and facilities
- ◆ Participate in Regional Emergency Response exercises
- ◆ Perform emergency backup power study for the MWRf

Outcome 1: Meet all water quality standards – in both health and aesthetics.

Outcome 2: Drought-proof local water supply in all conditions.

Outcome 3: Maintain the ability to serve 100% imported water supply.

Outcome 4: Increase storage for parts, materials and equipment.

WATER INFRASTRUCTURE

Strategic Goal #2

Perpetually renew and improve our infrastructure.

Objective A: Manage water infrastructure assets to assure reliability.

- 🔥 Complete construction of Chandler & Croddy Wells and Pipeline Project
- 🔥 Initiate construction of Reservoir Rehabilitation Program
- 🟢 Actively maintain assets via preventative maintenance programs
- 🔥 Replace SCADA radio communication equipment
- 🔥 Develop a plan for the State Clean Fleet Mandate; include EV charging station at the Mesa Water Reliability Facility

Objective B: Efficiently manage our water system.

- 🟢 Create a 1951 Cohort Pipeline Replacement Project Plan
- 🔥 Implement Mesa Water's Computerized Maintenance Management System (CMMS) mobile functions
- 🟢 Routinely evaluate operational energy and chemical consumption metrics
- 🟢 Provide field support services to achieve efficient water loss audit goal
- 🟢 Manage routine key performance metrics within 10 percent of planned average daily production levels

Objective C: Plan future projects based on data-driven and life-cycle cost decisions.

- 🟢 Continue actively managing the Pipeline Integrity Testing Program
- 🔥 Update the Water System Master Plan including an Asset Management Plan

Objective D: Improve Mesa Water's information technology infrastructure assets to assure reliability and security.

- 🔥 Implement a Information Technology Capital Improvement Program
- 🟢 Transition the Information Technology Data Center to a cloud-based data center services platform
- 🔥 Complete implementation of the Information Technology SCADA metrics
- 🟢 Develop technical proficiency for the use of online communications (e.g., zoom or similar) by Mesa Water's Board members and staff

Outcome 1: Perform infrastructure refurbishment and replacement.

Outcome 2: Complete \$70MM Capital Improvement Program Renewal Program.

Outcome 3: Train and use Mesa Water's CMMS mobile system.

Outcome 4: Protect and secure infrastructure.

Outcome 5: Maintain efficient real water loss status (e.g., <5%).

Outcome 6: Maintain and replace assets to extend useful life and minimize capital and operating costs.

Strategic Goal #3

Be financially responsible and transparent.

Objective A: Maintain AAA financial goals and meet the appropriate designated fund level goals.

- ◆ Report quarterly on AAA goals and designated funds
- ◆ Report annually on status of OPEB and Pension Liability
- ◆ Produce a quarterly report on the status of the Certificates of Participation and the funds reimbursed for projects
- ◆ Increase efficiencies and cost savings in management of Trust Accounts and Reserve Funds
- ◆ Update the Board's AAA goal and designated funds policy

Objective B: Maintain competitive rates and efficiency in per capita expenditures.

- ◆ Evaluate true cost of water to the customer compared to benchmark agencies
- ◆ Administer investment portfolio consistent with policies
- Support rates that are fair, understandable and prudent for the District's financial stability and sustainability as a perpetual agency

Objective C: Fund the Board's and District's priorities.

- ◆ Prepare a balanced budget that funds Board and District priorities
- ◆ Produce timely and accurate financial reports including Comprehensive Annual Financial Report and State Controller's Report
- ◆ Prepare quarterly financial reports and accurately projected year end results
- ◆ Conduct accurate and timely monthly close accounting
- ◆ Prepare a long-term financial strategic plan
- ◆ Pursue state and federal funding for projects

Objective D: Encompass financial responsibility and transparency.

- ◆ Provide key financial documents on the website
- ◆ Provide Board and staff total compensation, salary and benefits structure on the website
- ◆ Provide Board meeting agendas, meeting packets and meeting minutes on the website
- ◆ Comply fully with the California Public Records Act
- ◆ Conduct a Needs Assessment and Action Plan for the Acquisition of Electronic Records Management Software
- ◆ Prohibit evergreen contracts
- ◆ Standardize contracts and create a procurement matrix
- ◆ Conduct annual audits

Outcome 1: Meet Board's annual targets for cash on hand and days cash ratio.

Outcome 2: Maintain debt service ratio.

Outcome 3: Comprehensive organizational transparency.

WATER AWARENESS

Strategic Goal #4

Increase favorable opinion of Mesa Water.

Objective A: Enhance Mesa Water’s visibility and positive recognition.

- 🔥 Facilitate accolades and awards for Mesa Water
- 🔥 Improve Mesa Water’s news bureau and social media

Objective B: Increase awareness of Mesa Water and water among key audiences.

- 🌱 Manage Mesa Water’s community relations campaign program and events
- 🔥 Create a comprehensive outreach plan for the Mesa Water Education Center, launch school fieldtrip program and community tours
- 🌱 Cultivate Mesa Water ambassadors
- 🌱 Enhance new customer experience and new customer welcome bags and anniversary program

Objective C: Unify Mesa Water messaging and publications.

- 🌱 Continue industry relations to promote awareness of District’s perpetual agency philosophy, strong financial position and innovation
- 🔥 Provide Mesa Water Board and staff with updated strategic messages framework
- 🌱 Expand reach and amplify messaging to new audiences on owned communication channels

Outcome 1: Earn two awards in Fiscal Year 2023.

Outcome 2: Demonstrate year-over-year growth in social media followers, reach and engagement among service area residents and increased earned media highlighting Mesa Water’s 100% local, reliable, clean and safety water supply.

Outcome 3: Increase Mesa Water brand awareness by 5 percent annually.

Outcome 4: Open the Mesa Water Education Center, launch school fieldtrip program and community tours.

Outcome 5: Host Water Issues Study Group and Mesa Water 101 sessions.

Outcome 6: Prepare a bi-monthly customer communication with news highlight.

HUMAN RESOURCES

Strategic Goal #5

Attract, develop and retain skilled employees.

Objective A: Attract and retain a qualified, skilled and capable workforce.

- ◆ Prepare Annual Employee Turnover Report
- ◆ Update Employee Rules and Regulations
- ◆ Update Human Resources-related policies
- ◆ Maintain a competitive total compensation package (e.g., salary surveys, benefit reviews, etc.)
- ◆ Administer Annual Employee Engagement Survey
- ◆ Administer Elite Onboarding program for new hires

Objective B: Develop employee skills.

- ◆ Fully train a minimum of two employees in key processes to ensure accountability and sustainability
- ◆ Develop and implement an operational and institutional knowledge transfer plan
- ◆ Provide employee development training and leadership opportunities
- ◆ Provide quarterly training report

Objective C: Enhance employee relations.

- ◆ Maintain and update the Human Resources Information System
- ◆ Negotiate a new Memorandum of Understanding with the employee association

Objective D: Provide annual safety program audit.

- ◆ Provide safety training for all employees
- ◆ Conduct Monday morning tailgate talks

Outcome 1: Fully staffed and trained organization.

Outcome 2: Minimized turnover.

Outcome 3: Provide Employee Engagement result District-wide.

Outcome 4: Improved employee engagement.

Outcome 5: Recognize and celebrate the good work of employees.

CUSTOMER SERVICE

Strategic Goal #6

Provide excellent customer service.

Objective A: Provide outstanding internal and external customer service in a timely, courteous and effective manner.

- ◆ Encourage and support colleagues and help others find solutions to problems
- ◆ Speak professionally with a positive tone of voice
- ◆ Resolve issue on first point of contact

Objective B: Enhance the customer experience.

- ◆ Listen carefully to understand the real need of the customer
- ◆ Be empathetic to the customer's situation
- ◆ Respond to all requests promptly and, when information isn't immediately available, provide a timeframe for the resolution

Objective C: Measure success.

- ◆ Continue to measure success to ensure Elite Customer Service Standards are met
- ◆ Survey customer satisfaction for walk-in and telephone service
- ◆ Examine the metrics and measurement values of the Elite Customer Service Standards

Objective D: Continuous improvement and reinforcement.

- ◆ Continue reinforcement system for customer service skills and behaviors through one-on-one coaching

Outcome 1: Answer telephone calls in less than 20 seconds (average).

Outcome 2: Ensure new development account set ups occur within 10 days of project completion.

Outcome 3: Achieve overall gold standard score on quarterly audit.

Strategic Goal #7

Actively participate in regional and statewide water issues.

Objective A: Accomplish the Board's Policy Priorities.

- ◆ Annually update the Board's water policy and other policy issue positions
- ◆ Annually update the Board's platforms for legislative and regulatory advocacy
- ◆ Advocate on the Board's legislative and regulatory platforms and policy positions at the local, regional, state and federal levels

Objective B: Positively influence water policy and other priority policy issues.

- ◆ Actively engage on local, regional, state and federal water policy and priority policy issues with relevant governmental organizations, elected and appointed officials, and their staff/consultants as appropriate
- ◆ Develop and lead, or actively participate with, applicable legislative and regulatory advocacy coalitions of water/government/utility industry associations and/or members
- ◆ Monitor relevant water/government/utility industry public meetings and appropriately engage on policies and issues important to Mesa Water

Objective C: Optimize governmental efficiencies affecting Mesa Water.

- ◆ Champion special districts' shared efficiencies for Mesa Water's service area
- ◆ Explore economical, efficient shared services opportunities for Mesa Water at the local and regional levels
- ◆ Support local and regional efficiency improvement efforts that can benefit Mesa Water and its stakeholders

Objective D: Facilitate Mesa Water's impactful participation with water, government, utility and non-governmental organizations.

- ◆ Leverage and extend the District's governmental and industry relations to help maximize positive awareness of Mesa Water and water issues
- ◆ Maintain Board and staff involvement with organizations such as ACWA, ACWA/JPIA, AWWA, CalDesal, CMUA, CSDA, CWSA, Groundwater Producers, ISDOC, LAFCO, MCWRA, MET/MWDOC, OCBC, OCWD, SAWPA, SCWC, UWI, WaterReuse, WACO, etc.; proactively pursue opportunities for additional participation
- ◆ Seek and support Board and staff participation with non-governmental organizations and/or coalitions as appropriate
- ◆ Conduct State and Federal advocacy to seek grants funding for Mesa Water projects and programs

Outcome 1: 2023 Legislative Platforms, Policy Positions and accompanying advocacy to benefit Mesa Water and its stakeholders.

Outcome 2: Continue advocacy leadership by positively influencing water policy and other priority policy issues for Mesa Water.

Outcome 3: Encourage and advance internal and external efficiency efforts at the local and regional levels to benefit Mesa Water and its stakeholders.

Outcome 4: Increase positive awareness of Mesa Water with water/government/utility industry and non-governmental organizations.

REPORTS:

5. REPORT OF THE GENERAL MANAGER

REPORTS:

6. DIRECTORS' REPORTS AND COMMENTS

CLOSED SESSION:

7. PURSUANT TO CALIFORNIA GOVERNMENT CODE SECTION 54957.6:
PUBLIC EMPLOYEE PERFORMANCE EVALUATION
TITLE: GENERAL MANAGER



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MEMORANDUM

TO: Board of Directors
FROM: Denise Garcia, Chief Administrative Officer
DATE: October 30, 2023
SUBJECT: Annual Performance Evaluation for the General Manager

RECOMMENDATION

Take action as the Board desires.

STRATEGIC PLAN

- Goal #1: Provide an abundant, local, reliable and safe water supply.
- Goal #2: Perpetually renew and improve our infrastructure.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase favorable opinion about Mesa Water.
- Goal #5: Attract, develop and retain skilled employees.
- Goal #6: Provide excellent customer service.
- Goal #7: Actively participate in regional and statewide water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

At its October 30, 2023 workshop, the Board of Directors (Board) will review and discuss, in Closed Session, the General Manager's Employment Agreement and potential compensation changes. State law requires that subsequent Open Session announcement of such items be made at a regular or adjourned regular meeting of the Board; action may or may not take place at the adjourned regular Board meeting of October 30, 2023.

FINANCIAL IMPACT

There is no financial impact for the discussion of this item unless action is taken by the Board.

ATTACHMENTS

None.