



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Tuesday, November 19, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

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**ENGINEERING AND OPERATIONS COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on November 19, 2019 at 3:30 p.m. by Chairman Bockmiller at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Director DePasquale led the Pledge of Allegiance.

Directors Present

Marice H. DePasquale, Vice President  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director, Chair  
James R. Fidler, Director

Directors Absent

Shawn Dewane, President

Staff Present

Paul E. Shoenberger, P.E., General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Tracy Manning, Water Operations Manager  
Kurt Lind, Business Administrator  
Karyn Igar, Senior Civil Engineer  
Mark Pelka, Senior Civil Engineer

Others Present

Kimera Hobbs, Development Consultant, Moran Consulting, Inc.  
Carlos Bautista, Member of the Public

**PUBLIC COMMENTS**

There were no comments on non-agendized topics.

**CONSENT CALENDAR ITEMS:**

1. Developer Project Status Report
2. Mesa Water and Other Agency Projects Status Report
3. Water Quality Call Report
4. Committee Policy & Resolution Review
5. Water Operations Status Report

**MOTION**

Motion by Vice President DePasquale, second by Director Atkinson, to approve Items 1 – 5 of the Consent Calendar. Motion passed 4-0-1, with President Dewane absent.

**ACTION ITEMS:**

None.

**PRESENTATION AND DISCUSSION ITEMS:**

6. OC-44 Pipeline Rehabilitation Project

Senior Civil Engineer Pelka provided a presentation that highlighted the following:

- History of OC-44 Pipeline
- OC-44 Pipeline Rehabilitation
- OC-44 Pipeline Rehabilitation Scope of Work
- OC-44 Pipeline Project Schedule
- OC-44 Pipeline Project Cost

Mr. Pelka responded to questions from the Board and they thanked him for the presentation.

7. Fiscal Year 2019 Water Loss Audit

Senior Civil Engineer Igar provided a presentation that highlighted the following:

- Water Loss Audits
- Key Performance Indicators
- Real Losses for OC Water Agencies
- Water Loss Status Summary
- Using the Data Validity Score
- Fiscal Year 2019 Water Balance

Ms. Igar responded to questions from the Board and they thanked her for the presentation.

8. Fiscal Year 2019 Customer Service Audit

Business Administrator Lind introduced Moran Consulting, Inc.'s Development Consultant Kimera Hobbs who provided a presentation that highlighted the following:

- Overview of Customer Service Department Activity
- Elite Gold Medal Service
- Scorecard
- The Road to Excellence Current Performance
- Recommendations for Improvement

Ms. Hobbs responded to questions from the Board and they thanked her for the presentation.

**REPORTS:**

9. Report of the General Manager
10. Directors' Reports and Comments

**INFORMATION ITEMS:**

None.

The Board meeting was adjourned at 4:54 p.m.

Approved:



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Shawn Dewane, President



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Denise Garcia, District Secretary