



# 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, April 24, 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

[Click here to join the meeting](#)

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#

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Administration Office at 209-754-3028. Notification in advance of the meeting will enable CCWD to make reasonable arrangements to ensure accessibility to this meeting. Any documents that are made available to the Board before or at the meeting, not privileged or otherwise protected from disclosure, and related to agenda items, will be made available at CCWD for review by the public.

### **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 March 26, 2024, Committee Meeting

**4. NEW BUSINESS**

4a\* External Affairs Update  
(Kelly Gerkensmeyer, External Affairs Manager)

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

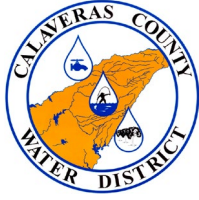
**5.\* GENERAL MANAGER COMMENTS**

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

**7. NEXT COMMITTEE MEETING**

- Tuesday, May 28, 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
Damon Wyckoff	Director of Operations
Pat Burkhardt	Construction & Maintenance Manager
Kelly Richards	Business Services Manager
Kelly Gerkenmeyer	External Affairs Manager
Stacey Lollar*	Human Resources Manager
Kate Jesus*	Human Resources Technician
Mark Rincon-Ibarra*	District Engineer
Juan Maya*	Civil Engineer
Haley Airola*	Engineering Coordinator
Tiffany Burke*	Operations Administrative Technician

Public Present:

Francisco De La Cruz  
Michael Rogers  
Mike Castro  
Sean Dingman\*  
Scott Ratterman\*

**ORDER OF BUSINESS**

**CALL TO ORDER / PLEDGE OF ALLEGIANCE**

**1. ROLL CALL**

The meeting was called to order at 1:00 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 February 27, 2024, 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 she responded to questions from the Committee.

**PUBLIC COMMENT:** Public Comments were given by Mike Castro and Francisco de la Cruz.

- 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.

- 4c [Performance Tracking](#)  
(Michael Minkler, General Manager)

**DISCUSSION:** Damon Wyckoff, Director of Operations presented Service Order Dashboard and responded to questions from the committee.

**PUBLIC COMMENT:** Public Comment was given by Francisco de la Cruz.

**5. GENERAL MANAGER COMMENTS**

There were no additional General Manager comments.

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

Director Secada would like a report out on the progress of the Strategic Plan and an agenda item on a future customer satisfaction survey.

**7. NEXT COMMITTEE MEETING**

- Tuesday, April 23, 2024, at 1:00 p.m.

**8. ADJOURNMENT**

The meeting was adjourned at 3:01 p.m.

Respectfully Submitted,

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Rebecca Hitchcock  
Clerk to the Board