



# MARINA COAST WATER DISTRICT

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Home Page: [www.mcwd.org](http://www.mcwd.org)

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## DIRECTORS

GAIL MORTON  
President

JAN SHRINER  
Vice President

BRAD IMAMURA  
THOMAS P. MOORE  
STACEY SMITH

## Board of Directors

### Community Outreach and Personnel Committee Meeting

Marina Coast Water District  
920 2<sup>nd</sup> Avenue, Suite A, Marina, CA  
and via Zoom Teleconference

January 14, 2025 at 3:00 p.m.

MCWD Committee members and staff will be attending the meeting in person. While the meeting is open to the public, the public may also attend via Zoom at the link provided below.

### Committee Members

Brad Imamura

Stacey Smith

Thomas P. Moore - Alternate

### **Agenda**

*This meeting has been noticed according to the Brown Act rules. The Committee will receive information on, discuss and consider making recommendations to the MCWD Board on the items contained in this agenda. Disruptive behavior may result in removal of the individual responsible.*

1. Call to Order/Roll Call
2. Public Comment on any item Not on the Agenda *Anyone wishing to address the Committee on matters not appearing on the Agenda may do so at this time. Please limit your comment to four minutes. The public may comment on any other item(s) listed on the Agenda at the time the item(s) is considered by the Committee. Disruptive behavior may result in removal of the individual responsible.*
3. Approve the Draft Minutes for the October 8, 2024 Meeting
4. Receive Update on District Communications
5. Identify Agenda Items for Future Committee Meetings
6. Committee Member Comments
7. Adjournment

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Zoom access information:

<https://us02web.zoom.us/j/86796861475?pwd=GIeMz6ZDb1wNxiIiZlOGvkgtkMHpk.1>

To join via phone: 1-669-900-9128

Webinar ID: 867 9686 1475

Passcode: 557021



# Marina Coast Water District

## Draft Minutes Community Outreach and Personnel Committee Meeting

October 8, 2024

### 1. Call to Order:

The October 8, 2024 Community Outreach Committee meeting was called to order at 11:40 a.m. by Director Moore. In attendance were:

- Committee members: Director Imamura and Director Moore
- Staff: Remleh Scherzinger, Mary Lagasca, and Paula Riso
- Public members: Martin Rauch

### 2. Public Comments on Any Item Not on the Agenda:

There were no public comments made.

### 3. Approve the Draft Minutes for the August 6, 2024 Meeting:

Director Imamura made a motion to approve the minutes of August 6, 2024. Director Moore seconded the motion. The minutes were approved by a vote of 2-Ayes (Imamura, Moore), 0-Noes, and 0-Absent.

### 4. Receive Update on District Communications and Discuss Outreach Plan:

Mr. Rauch, Rauch Communications, gave a review of the August and September social media outreach efforts, quarterly metrics, and upcoming outreach items. Discussion on the quarterly metrics followed.

### 5. Discuss District Double Mailing and Billing Delay:

Ms. Lagasca reviewed the latest changes to the Customer Service Department. She explained the recent double mailing issue that sent 325 duplicate letters to customers due to a corrupted file. Ms. Lagasca stated that the District responded by posting an apology on all social media accounts. She also updated the Committee on the latest payment options available to the customers, and the new online portal that began in July 2024.

### 6. Identify Agenda Items for Future Committee Meetings:

Mr. Scherzinger said that the District can have Mr. Rauch create a tri-fold packet for HOA's. Director Moore also asked to look into offering a credit to customers who sign up for paperless billing.

### 7. Committee Member Comments:

Director Imamura and Director Moore made comments.

### 8. Adjournment:

Meeting adjourned at 1:14 p.m.