

JOSHUA BASIN WATER DISTRICT  
MINUTES OF THE  
CITIZENS ADVISORY COUNCIL MEETING  
Tuesday, March 12, 2024  
61750 Chollita Road, Joshua Tree, CA 92252

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE – David Carrillo, Chairperson, called the meeting to order at 5:00 pm.
2. ROLL CALL – David Carrillo, Fred Jaross, Hannah Campbell, Karen Morton, Shari Long

Absent: Aret Zelli

STAFF PRESENT – General Manager, Sarah Johnson, Director of Administration, David Shook, Executive Assistant Lisa Thompson.

CONSULTANTS PRESENT – Public Outreach Consultant, Kathleen Radnich

3. APPROVAL OF THE AGENDA

1<sup>st</sup> – Karen Morton

2<sup>nd</sup> – Fred Jaross

Motion carried to approve the agenda with the correction of adding introductions before agenda item 5.

4. APPROVAL OF THE CITIZENS ADVISORY COUNCIL MEETING MINUTES 01.09.24

1<sup>st</sup> – Karen Morton

2<sup>nd</sup> – Fred Jaross

Motion carried to approve the 01.09.24 minutes.

5. DISCUSSION ITEMS -

A. WEBSITE FEEDBACK

General Manager, Sarah Johnson reported that the new website received excellent feedback since its deployment in late January 2024. Johnson pointed out that implementing the website required a lot of time and attention to detail. Johnson demonstrated the website's navigation tabs, which included the Citizens Advisory Council page. Johnson mentioned that the new website is easy to navigate, and we were diligent in ensuring that uploaded document formatting was clean and consistent for the end user.

CUSTOMER SUPPORT PRESENTATION

Director of Administration, David Shook shared a Customer Support presentation including statistics on the total number of water service applications processed, the newly created webform through DocuSign, the total number of phone calls received, the top five phone call subjects, the number of completed emails, the coverage during hours of operation, updating the lobby, and in-person visits. Shook said that only 7% of customer interactions were in-person, while 93% were through phone and email. Shook also mentioned that the District's newest Customer Support Specialist is bilingual in Spanish, which has been a great asset for the district with our Spanish-speaking customers. Additionally, Shook reported that the district received several 5-star Google reviews in 2023, which significantly boosted the district's Google ratings.

B. ROUNDTABLE CAC MEMBER COMMENTS

CAC members asked questions and discussed among all members.

6. NEXT MEETING – May 14, 2024, at 5:00 pm.

7. ADJOURNMENT – David Carrillo adjourned the meeting at 5:48 pm.
  - 1<sup>st</sup> – Fred Jaross
  - 2<sup>nd</sup> – Karen Morton

Respectfully Submitted,



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Sarah Johnson, General Manager






# Draft CAC Minutes 03.12.24

Final Audit Report

2024-05-23

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