



RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

Office - 916-354-3700 Fax – 916-354-2082

COMMUNICATION & TECHNOLOGY COMMITTEE

Regular Meeting

October 2, 2017 at 4:00 p.m.

All persons present at District meetings will place their cellular devices in silent and/or vibrate mode (no ringing of any kind). During meetings, these devices will be used only for emergency purposes and, if used, the party called/calling will exit the meeting room for conversation. Other electronic and internet enabled devices are to be used in the “silent” mode. Under no circumstances will recording devices or problems associated with them be permitted to interrupt or delay District meetings.

AGENDA

1. **Call to Order**
2. **Comments from the Public**
3. **Discuss Resident Customer Satisfaction Survey**
4. **Discuss Emergency Response Plan**
5. **Directors & Staff Comments/Suggestions [no action]**
6. **Adjournment**

In accordance with California Government Code Section 54957.5, any writing or document that is a public record, relates to an open session agenda item and is distributed less than 72 hours prior to a regular meeting will be made available for public inspection in the District offices during normal business hours. If, however, the document is not distributed until the regular meeting to which it relates, then the document or writing will be made available to the public at the location of the meeting.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is September 29, 2017. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

MEMORANDUM

Date: September 30, 2017
To: Communications & Technology Committee
From: Edward R. Crouse, Interim General Manager
Subject: Discuss Customer Service Benchmarks

RECOMMENDED ACTION

No action - discussion only.

BACKGROUND

Director Pecotich asked that the Communications & Technology Committee look at ways to develop customer service benchmarks. One option is to consider for external customer service benchmarks is to develop a survey to get input from the community on the District's services. Attached are previous surveys that we have conducted along with the results. We would like to conduct the survey in the fall as this is a good window for staff.

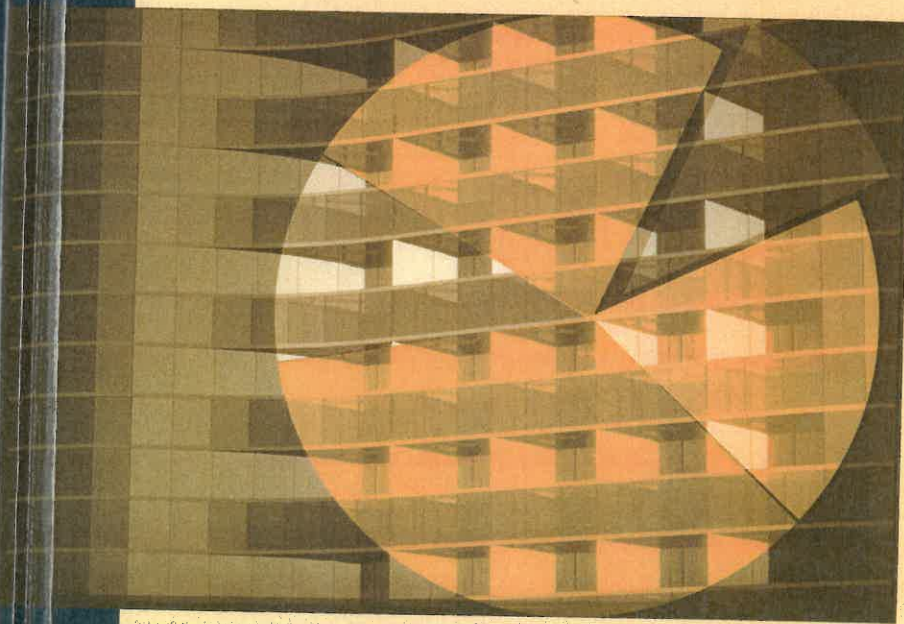
Several issues to discuss:

- a. Benchmark questions
- b. Frequency of survey
- c. Topics - District wide services or by department surveys
- d. Survey channels

For internal benchmarks, staff will research various approaches and services to assist in preparing internal customer service benchmarks for each department.

MUNICIPAL BENCHMARKS

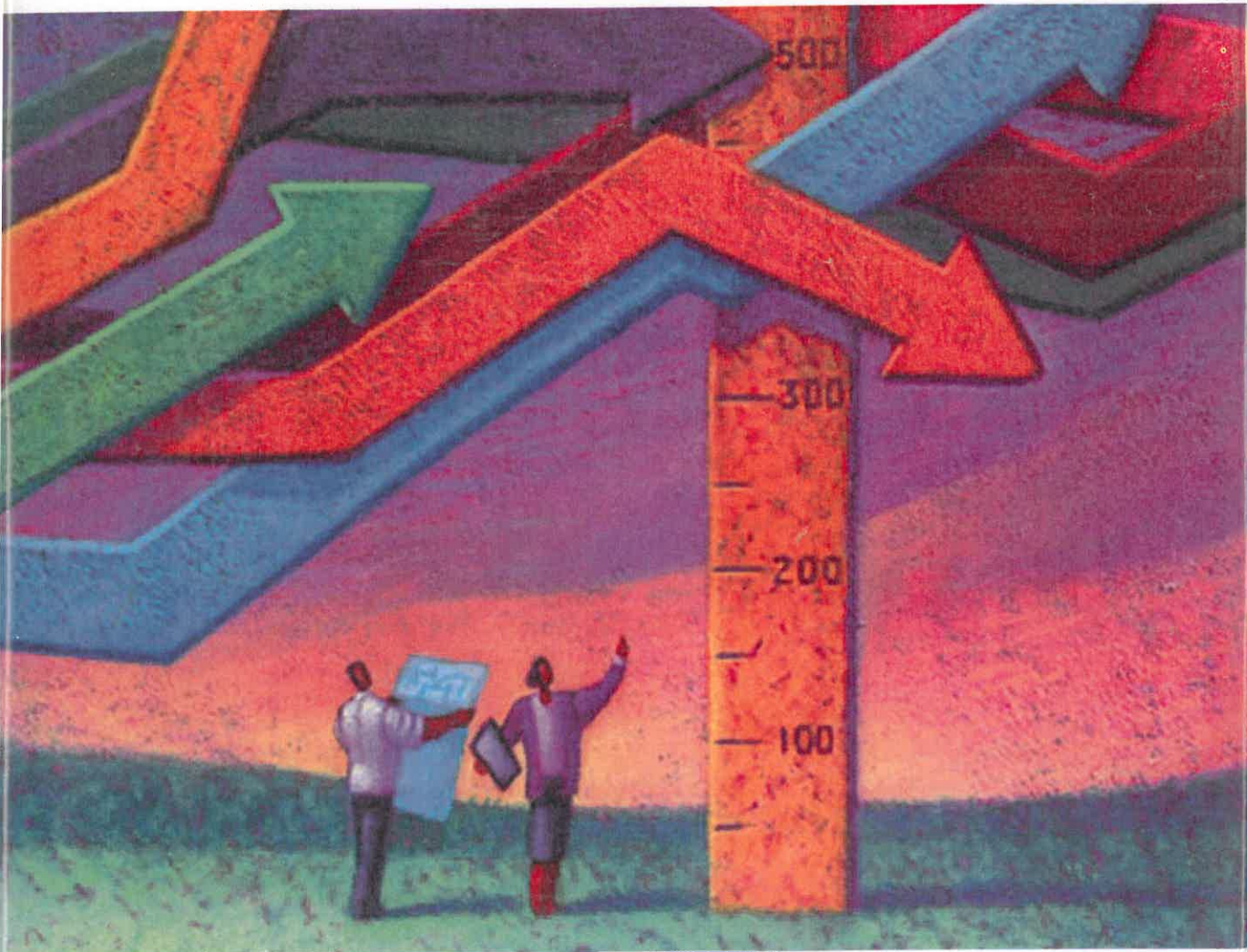
*Assessing Local Performance and
Establishing Community Standards*



DAVID N. AMMONS

PERFORMANCE SCORECARDS

Measuring the Right Things in the Real World



Richard Y. Chang • Mark W. Morgan

Balanced Scorecard

STEP-BY-STEP

for Government
and
Nonprofit
Agencies

PAUL R. NIVEN

Second
Edition

MEASURING CUSTOMER SATISFACTION

SURVEY DESIGN, USE, AND
STATISTICAL ANALYSIS METHODS

BOB E. HAYES



Rancho Murieta Community Services District

GETTING THE WORD OUT

HELP US HELP YOU! Rancho Murieta Community Services District would like your input on how best to communicate District information to you.

1. Please rank the top three (3) most effective ways the District could provide communication to you.

_____ Website _____ Pipeline _____ Bill Stuffer _____ Special Mailings/Postcards
_____ Email _____ Social Media _____ "Town Hall" Meetings

If email, please provide your name and email address: _____

2. How would you rate the frequency of the District's communications?

Website: ___ Not frequent enough ___ About right ___ Too frequent
Pipeline: ___ Not frequent enough ___ About right ___ Too frequent
Special Mailings: ___ Not frequent enough ___ About right ___ Too frequent

Thank you for taking the time to complete the survey. We truly appreciate your input.



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Thank you for taking the time to complete the survey. We truly appreciate your input.



Rancho Murieta Community Services District



SECURITY DEPARTMENT
Customer Satisfaction Survey

Rancho Murieta Community Services District would like your input on how the Security Department spends their time and limited resources. Please complete the survey and return it either with your payment, put it in any of our three (3) drop boxes located in the community: Murieta Village, Rancho Murieta Association and the District's Administration building, or complete the survey on-line at www.rmcsd.com.

If you are satisfied with the way the Security Department serves you and do not wish to make any change to services, please check this box and return the survey.

1. Below is a list of the most common safety functions of the Security Department. Please indicate the level of priority you feel each item should receive.

	HIGH	MEDIUM	LOW	NONE
Burglary/lock checks	_____	_____	_____	_____
Business security checks	_____	_____	_____	_____
Curfew (minors)	_____	_____	_____	_____
DUI	_____	_____	_____	_____
Drunk and disorderly	_____	_____	_____	_____
Trespassing	_____	_____	_____	_____
Underage drinking	_____	_____	_____	_____
Unleashed and barking dogs	_____	_____	_____	_____
Vandalism/Graffiti	_____	_____	_____	_____
Welfare checks on elderly/ill	_____	_____	_____	_____
Other: _____	_____	_____	_____	_____

2. Below is a list of the functions provided jointly by Security and Rancho Murieta Association (RMA). Please indicate the level of priority you feel each item should receive.

	HIGH	MEDIUM	LOW	NONE
Speeding/stop sign violations	_____	_____	_____	_____
Unlicensed drivers	_____	_____	_____	_____
Overloaded golf cart	_____	_____	_____	_____
Construction/delivery hours	_____	_____	_____	_____
Driveway parking	_____	_____	_____	_____
Park hours	_____	_____	_____	_____
Overnight street parking	_____	_____	_____	_____
Motorcycle escorts/violations	_____	_____	_____	_____
Open garage doors	_____	_____	_____	_____
Noise complaints	_____	_____	_____	_____
Unauthorized persons in park	_____	_____	_____	_____
Other: _____	_____	_____	_____	_____

3. How satisfied are you with the way Security conducts gate operations at the North Gate?
 HIGHLY SATISFIED DISSATISFIED
4. How satisfied are you with the way Security conducts gate operations at the South Gate?
 HIGHLY SATISFIED DISSATISFIED
5. How satisfied are you with the way Security conducts patrol operations?
 HIGHLY SATISFIED DISSATISFIED
6. Additional patrol is needed during the: DAY NIGHTS WEEKENDS NONE
7. Are you agreeable with increasing the Security Tax in order to increase the number of Patrol Officers?
 YES NO NOT SURE
8. Would you prefer to have traffic court tickets, with DMV and insurance consequences, written inside the gates? (This would require RMA Board approval and a County ordinance to enable vehicle code enforcement on the private, residential and commercial area streets of Rancho Murieta.)
 YES NO NOT SURE
9. Please mark, with an X the up-upgrades to the Security Department you would like the District to pursue.
- | | |
|---|--|
| <input type="checkbox"/> Visitor registration on-line. | <input type="checkbox"/> Update resident information on-line. |
| <input type="checkbox"/> Increase in use of security cameras. | <input type="checkbox"/> Local camera access via the internet. |
| <input type="checkbox"/> More education/community outreach | <input type="checkbox"/> More off-duty Sheriff Officers |
- Other: _____

10. What area(s) would you like to see improved?

11. Additional Comments: _____

12. Please leave contact information if you would like to be contacted for additional information.

Please tell us where you live: North South Murieta Village Commercial Customer



Rancho Murieta Community Services District

Field Operations Customer Satisfaction Survey

Rancho Murieta Community Services District would like your input on the District's field operations. Please complete the survey and return it with your payment, or put it in any of our three (3) drop boxes located in the community: Murieta Village, Rancho Murieta Association and the District's Administration building, or complete the survey on-line at www.rmcsd.com.

WATER

1. On a scale of 1 to 5, with 5 being the highest/best, please rate the taste, odor and appearance of the tap water at your house.

Taste	1	2	3	4	5
Odor	1	2	3	4	5
Appearance	1	2	3	4	5
Confidence	1	2	3	4	5

2. Do you use a home filtration system or bottled water for your water consumption?

Bottled ___ Filtration System ___ Neither ___ Both ___

3. On a scale of 1 to 5, with 5 being the highest/best, please rate the water pressure of the tap water at your house.

1 2 3 4 5

4. Have you required emergency assistance regarding water service in the last year?

Yes ___ No ___

If so, please rate the responsiveness, quality of work, knowledge, courtesy and professionalism of the District employee(s) who assisted you.

Responsive	1	2	3	4	5
Quality	1	2	3	4	5
Knowledge	1	2	3	4	5
Courtesy/Professionalism	1	2	3	4	5

5. Have you experienced a water service interruption, not caused by your fault?

Yes ___ No ___ Out Too Long ___ Proper Notice ___

6. Additional comments to help us serve you better: _____

DRAINAGE

7. On a scale of 1 to 5, with 5 being the highest/best, please rate the quality of flood and erosion control along your property.

1 2 3 4 5

8. On a scale of 1 to 5, with 5 being the highest/best, please rate the overall adequacy of the ditch maintenance for flood protection.

1 2 3 4 5

9. Please rank how you feel we protect the Cosumnes River from runoff pollution (5 being the highest).

1 2 3 4 5

10. Have you required emergency assistance regarding drainage in the last year? Yes ___ No ___

If so, please comment on the responsiveness, quality of work, knowledge, courtesy and professionalism of the District employee(s) who assisted you. _____

11. Additional comments to help us serve you better: _____

WASTEWATER

12. Have you ever noticed any odor from the wastewater facility (not RMCC irrigation)? Yes ___ No ___

If so, when? _____

13. Have you required emergency assistance regarding wastewater in the last year? Yes ___ No ___

If so, please rate responsiveness: 1 2 3 4 5

14. Additional comments to help us serve you better: _____

WATER CONSERVATION

15. Are you aware of the State of California's mandate to reduce water consumption statewide by 20% by the year 2020? Yes ___ No ___

16. Are you trying to use water more efficiently? Yes ___ No ___

17. Do you follow our monthly water efficiency programs? Yes ___ No ___ Do banners help? Yes ___ No ___

18. Which rebates would you likely use to help reduce your consumption?

___ High Efficiency Toilets (up to \$100)

___ Drip Irrigation Conversion (up to \$50)

___ High Efficiency Washer (up to \$125)

___ Hot Water Recirculating Pump (up to \$100)

___ Rotator Sprinkler Head (up to \$50)

___ Weather Based Controllers (up to \$100)

___ River-Friendly Plantings (future)

___ Cash for Grass (future)

___ Other: _____

19. Would you like a free water-wise audit to determine if you are using water efficiently in your home? Yes ___ No ___

If yes, please include contact information. _____

20. Additional comments to help us serve you better: _____

THANK YOU FOR YOUR PARTICIPATION!



Rancho Murieta Community Services District Customer Satisfaction Survey

Please help us by completing and returning this survey before **Friday, August 29th** at any of the drop boxes located at Rancho Murieta Association, Murieta Village, or at the CSD Offices and you will be eligible for our drawing. You may also mail the completed form with your payment. **TWELVE WINNERS WILL RECEIVE A ONE-TIME \$25.00 CREDIT ON THEIR BILL.** Drawing to be held on **Tuesday, September 2nd.** Survey results will be published in CSD's newsletter *The Pipeline*.

Thank you for taking the time to complete this survey. Your satisfaction is our concern! The information you provide will help us serve you better!

For each item listed below, circle the number to the right that best fits your judgment of its Quality. Use the scale below to select the quality number. If you like, add comments at the end of each category of service.

Please help us by rating the following categories of service:

(Circle one: 1 = Excellent; 2 = Good; 3 = Poor)

Security	Scale		
Overall quality of service.	1	2	3
Courtesy, professionalism and helpfulness of gate personnel.	1	2	3
Courtesy, professionalism and helpfulness of patrol personnel.	1	2	3
You and your family's feeling of security at Rancho Murieta.	1	2	3
Besides guest services at the gate, have you called Security for any type of service in the past year? Approximately how many times? _____	Yes	No	
Comments:			

Water	Scale		
Taste and appearance of tap water at your home.	1	2	3
Do you use a home filtration system or bottled water for your water consumption?	Yes	No	
If you have required emergency assistance regarding water service, please comment on responsiveness, quality of work done, etc.			

SEE REVERSE SIDE

(Circle one: 1 = Excellent; 2 = Good; 3 = Poor)

Drainage/Wastewater	Scale		
---------------------	-------	--	--

Quality of flood and erosion control efforts.	1	2	3
Do you notice any odor from the wastewater facility?	Yes		No
If you have required emergency assistance regarding drainage/wastewater, please comment on responsiveness, quality of work done, etc.			

Administrative Services	Scale		
-------------------------	-------	--	--

Accuracy, readability and timeliness of your billing statements.	1	2	3
On a scale of 1-3 where (1) is Very Important and (3) Not Important At All, how important to you are credit card and direct withdrawal (EFT) as payment options?	1	2	3
Would you be interested in average monthly bills with annual settlement of under or over payments?	Yes		No
Courtesy and efficiency of our telephone answering service.	1	2	3
If you use the CSD website (www.ranchomurieta.com), please rate its usefulness to you.	1	2	3
How do you rate CSD's printed material (Pipeline, messages with billing statements, forms) with regard to quality, readability, and ability to inform?	1	2	3
Do you regularly read the District's newsletter, <i>The Pipeline</i> ?	Yes		No
Comments:			

General Comments

WE WILL NEED THE FOLLOWING INFORMATION TO ENTER YOU IN OUR DRAWING. (PLEASE NOTE: YOUR RESPONSES AND COMMENTS ARE STRICTLY CONFIDENTIAL)

Name: _____

Service Address: _____ **Lot No.** _____

Daytime Phone: _____

MEMORANDUM

Date: September 26, 2017
To: Communication & Technology Committee
From: Edward R. Crouse, Interim General Manager
Subject: Review Emergency Response Plan Update

RECOMMENDED ACTION

No action - update.

BACKGROUND

Staff is currently working on Updating our Emergency Response Plan. We will be working with Rancho Murieta Association (RMA) staff to develop a response plan for a fish kill similar to what happened at Laguna Joaquin. Our Crisis Communication Plan is also being reviewed and updated. Attached is the current Table of Contents for both.

RANCHO MURIETA COMMUNITY SERVICES DISTRICT CRISIS COMMUNICATION PLAN

Table of Contents

Before, During and After a Crisis – Overview

Critical Emergency Communications – First Response

- Critical Information Log
- Command Center Team
- RMCS D Emergency Phone List
- Department of Health Services Water Quality Emergency Notification Plan
- Emergency Notification Plan
- Unsafe Water Alert
- Emergency Disinfection Plan
- Cancellation of Unsafe Water Alert
- Boiled Water Order
- Cancellation of Boiled Water Order
- Division of Safety of Dams

Non-Critical Emergency Communications – First Response

Media

- Media Contacts
- Media Interview

CSD Background Information

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Drainage Facility Failure	9
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Equipment Shortage	10
Personnel Shortage	10
Airplane Crash	10
General Facilities Failure	10
Scale Malfunction	Error! Bookmark not defined.
Haul Road Failure or Blockage	10

Emergency Response Plan	
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Employee Training	16
Record Keeping Requirements	16
Employee Signature: Today's Date:	27

Emergency Response Plan

Attachments

Attachment 1: Emergency Contact List and Quick Reference Guide

Attachment 2: Emergency Notification Quick Reference

Attachment 3: Maps

Attachment 4: Suspect Description Form

Attachment 5: Safety Orientation and Employee Agreement

Attachment 6: Monterey Regional Waste Management District Emergency Evacuation Training

Attachment 7: Building Maps

Attachment 8: Report of Unsafe Condition or Hazard Form

Crisis Communication

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Introduction	Error! Bookmark not defined.
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Hazardous Materials Release	Error! Bookmark not defined.
Reporting Requirements	Error! Bookmark not defined.
Cleanup Responsibility	Error! Bookmark not defined.
Decontamination	Error! Bookmark not defined.
Earthquake	Error! Bookmark not defined.
Fire	Error! Bookmark not defined.
Structure Fire	Error! Bookmark not defined.
Natural Gas Pipeline Leak	Error! Bookmark not defined.
Floods	Error! Bookmark not defined.
Electrical Power Line Down	Error! Bookmark not defined.
Drainage Facility Failure	Error! Bookmark not defined.
Equipment and Personnel Shortage	Error! Bookmark not defined.
Equipment Shortage	Error! Bookmark not defined.
Personnel Shortage	Error! Bookmark not defined.
Airplane Crash	Error! Bookmark not defined.
General Facilities Failure	Error! Bookmark not defined.
Scale Malfunction	Error! Bookmark not defined.

Haul Road Failure or Blockage	Error! Bookmark not defined.
Armed Robbery	Error! Bookmark not defined.
During crime:	Error! Bookmark not defined.
After Robber has left the scene:	Error! Bookmark not defined.
Violence in the Workplace	Error! Bookmark not defined.
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Employee Signature: Today's Date:	Error! Bookmark not defined.