

Results of Customer Satisfaction Survey

Nearly 30 percent of CSD customers responded to this year's Customer Satisfaction Survey, an increase of nearly five percent from last year's survey. In all, 676 surveys were returned by the August 23 deadline.

In addition to rating services excellent, good, or poor, respondents were also encouraged to share written comments as well.

In conjunction with the Board, staff members have begun to implement changes to assure a greater level of satisfaction with the district's services as a result of the survey. In addition, individual residents may be called by CSD staff to either respond directly to a question/concern or to clarify a particular issue.

Security. A recurrent comment from residents concerned barking or loose dogs. Patrol officers do respond to these calls and records are kept of the pet owners and location of the barking or loose animal. Occasionally, the barking is due to the unfamiliarity of nearby construction workers; deer, too, often cause dogs to begin barking.

Patrol officers respond to these calls with an Animal Notification slip, which is left at the home if the owner is not present. In the case of an habitual barking dog, after the third notice with no improvement, the pet owner is cited into Elk Grove Municipal Court, where the nuisance is handled.

A few Village customers commented that they never see Security in their neighborhood. In fact, patrol vehicles attempt to be in the Village at least twice per eight hour shift.

	Excellent	Good	Poor
SECURITY			
1. Overall quality of service	62.4%	34.0%	3.6%
2. Courtesy, professionalism, helpfulness of gate personnel	80.1%	16.6%	3.3%
3. Courtesy, professionalism, helpfulness of patrol personnel	73.9%	22.1%	4.0%
4. You and Your family's feeling of security	55.1%	37.6%	7.3%
	Yes	No	
5. Have you called Security for any type of service in the past year?	42.7%	57.3%	

Water. While written comments praised response time and service for water-related calls, there were numerous comments regarding the District's water quality being less than expected.

For the first time since the District's inception, the water distribution system is being completely flushed in an effort to alleviate the taste and color problems identified by some respondents. You may well see water workers at your hydrants, opening them, and cleaning them. By increasing the velocity in the pipes, sediment should be flushed out.

(See Survey, Page 2)

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Survey (continued)

WATER	Excellent	Good	Poor
	% of Total	% of Total	% of Total
1. Taste and appearance of tap water	36.5%	46.6%	16.9%
	Yes	No	
2. Use of a filtration system/bottled water	41.3%	58.7%	

Drainage/Wastewater. Few comments were received in this area; individual problems raised were dealt with on a one-on-one basis.

DRAINAGE/WASTEWATER	Excellent	Good	Poor
	% of Total	% of Total	% of Total
1. Quality of flood and erosion control	44.0%	48.7%	7.3%
	Yes	No	
2. Noticable odor from wastewater facility?	6.8%	93.2%	

Administration. No recurrent theme ran through the written comments; however, some asked why CSD's meeting minutes were not accessible on the website. At this time last year, the District's website was more static and aimed to provide residents with overall background information. Now, the website is updated regularly and meeting dates and times, agendas and Board meeting minutes are available on the website. (See Survey, Page 4)

ADMINISTRATIVE SERVICES	Excellent	Good	Poor
	% of Total	% of Total	% of Total
1. Accuracy, readability, timeliness of billing stmts	71.1%	23.9%	5.0%
2. Importance of credit card and EFT payment options	18.4%	31.1%	50.5%
	Yes	No	
3. Interested in average monthly billing?	21.0%	79.0%	
	% of Total	% of Total	% of Total
4. Courtesy, efficiency of telephone answering	55.1%	41.0%	3.9%
5. Usefulness of website to the user	51.9%	34.7%	13.5%
6. Usefulness of printed materials, Pipeline, billing statement messages, forms	52.5%	44.7%	2.8%
	Yes	No	
7. Do you regularly read The Pipeline?	86.3%	13.7%	

Gate Access Cards Deposit Refunds

Now that the new bar code system is operational, it is time to return your gate access cards to CSD and receive any refund due. The returned cards will be processed from October 1 - December 31, 2002. Any cards returned after that time will not be processed for refunds. For any card originally issued to you and returned in the appropriate timeframe, a credit will be applied to your next CSD bill.

When the cards were issued, the first card deposit was \$25;

each additional card was \$10. The fee for a lost or stolen card was \$25. However, lost or stolen card fees were never charged, with the understanding that once a resident returned his/her cards, the lost card fee would be retained from the resident's deposit. If you return all your cards, you will receive your full deposit amount. If you don't return all your cards, only \$10 will be refunded for each card(s) returned.

You may send in your cards

with your regular CSD payment or place them in an envelope with your name, address, and phone number included and drop these at any of our convenient community drop boxes. All residents will receive the credit on their next bill *unless* they are moving from the community. In those instances, CSD will issue a check.

Any deposit amounts remaining as of December 31 will be recorded as income in the Security Department's budget.

Fire Hydrants Must be Visible and Accessible

Following a summer house fire in Rancho Murieta, questions were raised regarding the Fire District's alleged inability to locate the fire hydrant closest to the burning structure. When a new unit or group of homes is planned, the Sacramento

Metro Fire District works with the developers to indicate where hydrants should be

placed. This cooperative effort provides the fire district with the specific location of each hydrant, should a fire call go out.

However, the actual landscape maintenance around the hydrant for visibility purposes is the responsibility of the homeowner. While RMCS D assumes the responsibility for keeping the hydrants maintained and painted white, RMA is responsible for monitoring that property owners adhere to the fire district's regulations for landscaping near the hydrant itself.

Three feet of clearance around the hydrant are required. Any plants located between the street

itself and the hydrant should not be half as tall as the hydrant. While driving on our streets, you may notice raised blue markers, offset to either the right or left of the center of the road. These markers are important, particularly late at night, if firefighters

are seeking the closest hydrant. If the blue reflector is set to the left, for example,

the hydrant will be found on the left side of the street.

There have been some cute efforts to personalize some of the hydrants with black spots painted on so that the hydrant resembles a Dalmatian or other such dog. However, these neighborhood pets will soon be repainted in the appropriate white only. While there are many homes with extensive landscaping which encroaches into the three foot set-back, RMA will be monitoring these and informing the homeowner of the need to trim back landscaping so that the hydrant is both visible and accessible.



Left: A fire hydrant adhering to the Fire District requirements. Right: A property where landscaping must be changed to assure visibility of and access to the hydrant.

Reduction in Mello-Roos Taxes

At its August meeting, the District Board approved the refunding (refinancing) of the Rancho Murieta South Community Facilities District (CFD) #1 Mello-Roos bonds. The original bond was issued in early 1991, when interest rates were high, resulting in an average coupon yield of 8.45%.

District staff, in conjunction with bond and refinancing professionals, were able to refinance the remaining bonds at a more favorable average yield of 5.08%. Unlike more traditional refinancing, when a mortgage is refinanced for a 30-year period, the bonds refinancing is only for the life of the original bonds. The remaining bond life is 13 years (ending in 2015).

Taxpayers will see the reduction and the potential resultant savings on their 2002-2003 Sacramento County tax bill, arriving sometime this month.

As an example of annual savings, the 373 homeowners in CFD #1 tax rate area 1A in Rancho Murieta South last year paid approximately \$1,023 in addition to their regular property taxes and other bonds debt service. This year's CFD #1 annual special tax bill will be approximately \$680 -- **a net savings of \$343.**

Rancho Murieta CSD will be hosting its Candidates Night
 Tuesday, October 22, 2002, 7:00 - 8:30 p.m.

RANCHO MURIETA
 Community Services District

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Security Statistics

	May-June 2002	May-June 2001
Grand Theft	4	3
Petty Theft	10	5
Robbery	0	0
Vandalism	34	17
Trespass	68	113
<i>RMA Rule Violations</i>		
Speeding	36	58
Stop Sign	0	31
Street/Driveway Parking	62	66
North Gate Passes	31,572	32,235
South Gate Passes	7,157	7,363

Survey (continued)

A number of comments submitted related to areas not in CSD's purview; such comments; i.e. cable TV service, etc; have been forwarded on to the appropriate local agency.

Once again, the District provided an incentive to those who returned the surveys on time. The twelve lucky customers whose names were drawn and will receive a \$25 credit on their next CSD bill were: Dana Bueno, Jo Mills, Will Young, Teri and Mike Essex, Jim Mineau, Mark Wills, Tom Carline, Frank Falusi, Kenneth Pierce, Sylvia Barton, D.M. Chamberlain, and Joanne LeBlanc. Congratulations to the winners!

CSD Board Election November 5

Six candidates will be on the ballot November 5 to fill three seats on the District's Board. They are: Mary Brennan (incumbent), Chuck Christian, John Merchant, Jim Miller, Tony Peacock and Dick Taylor.