

## Results of Customer Satisfaction Survey

Nearly 27 percent of District ratepayers responded to this year's Customer Satisfaction Survey. In all, 591 surveys were returned by the August 29 deadline.

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

In conjunction with the Board, District staff have begun to implement changes to assure a greater level of satisfaction with services provided. These changes result from a thorough review of the survey results and comments supplied. In addition, individual residents may be called by District staff to either respond directly to a question/concern or to clarify a particular issue.

### Security

The returned surveys contained 135 written comments regarding Security. Nearly 15 percent expressed concern with

juvenile crime and vandalism problems. In July, the Sacramento County Sheriff's Department conducted a forum at the Country Club, providing a great deal of information to those in attendance. This was followed in late August by a presentation sponsored by the local Optimist Club. Speakers spent over two hours discussing the juvenile system. The Joint Security Committee, comprised of representatives from CSD, RMA, RMCC, Murieta Village, and the Villas is pursuing several of the ideas suggested for alleviating this problem.

Another group of respondents expressed concern with the apparent ease of access into the community. A revised gate access procedure has been imple-

mented to address this (see related story in this issue).

Despite the above-mentioned concerns, there were many complimentary comments and thanks from residents for assistance with problems they encountered. In all, 96% of the survey respondents rated Security as Excellent or Good.

(See Survey, page 2)

	Excellent	Good	Poor
<b>SECURITY</b>	<b>% of Total</b>	<b>% of Total</b>	<b>% of Total</b>
1. Overall quality of service	60.1%	35.8%	4.1%
	337	201	23
2. Courtesy, professionalism, helpfulness of gate personnel	77.5%	18.3%	4.2%
	444	105	24
3. Courtesy, professionalism, helpfulness of patrol personnel	74.0%	22.0%	3.9%
	413	123	22
4. You and Your family's feeling of security	49.6%	43.3%	7.1%
	285	249	41
	<b>Yes</b>	<b>No</b>	
5. Have you called Security for any type of service in the past year?	44.3%	55.7%	
	253	318	

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## Survey (continued)

### Water, Wastewater & Drainage

As in prior years, written comments submitted by ratepayers consistently praised both the response time and the service provided by District water/wastewater personnel. While 86% of respondents rated the taste and appearance of tap water as excellent or good, a surprising number (in excess of 55%) of residents use bottled water and/or a filtration system. Some homes may be built with such a system(s) already in place; other homeowners may use bottled water or a filtration system only part of the time.

Over 96% of survey respondents

WATER	Excellent	Good	Poor
	% of Total	% of Total	% of Total
1. Taste and appearance of tap water	34.4%	51.4%	14.2%
	196	293	81
	Yes	No	
2. Use of a filtration system/bottled water	55.3%	44.7%	
	322	260	

rated the quality of flood and erosion control as excellent or good. There was, however, a big jump in the number of those who indicated they felt there was a noticeable odor from the wastewater facility. Over 15% indicated they noticed an odor this year, a little more than double the number responding similarly last year. Mick Berklich, Director of Field Operations, indicated that the increase in the number of respondents who indicated a

noticeable order likely occurred for a couple reasons. A number of the respondents are residents of new homes on the South, which are downwind from the wastewater facility. In addition, the extremely warm weather we experienced in July resulted in some sludge in two of the District's ponds. It was broken up in order to resettle it. Aeration in the ponds was also increased to help alleviate any odors.

Concerns expressed about various locations on the golf course should be directed to Rancho Murieta Country Club. As a ratepayer itself, the club monitors and oversees its use of reclaimed water.

DRAINAGE / WASTEWATER	Excellent	Good	Poor
	% of Total	% of Total	% of Total
1. Quality of flood and erosion control	46.1%	50.0%	3.9%
	235	255	20
	Yes	No	
2. Noticable odor from wastewater facility?	15.2%	84.8%	
	75	417	

## Administration

Ratepayers indicate a high level of satisfaction with the promptness of staff in returning telephone calls and in the ease of accessibility of information. The written comments provided no recurrent theme of satisfaction or dissatisfaction in any particular area. Some residents continue to be uncertain as to the role of the District versus that of the Rancho Murieta Association.

To this end, the Board has expanded its outreach efforts. In addition to this quarterly publication, monthly bills are stuffed with highlights of the last Board meeting as well as other information items. The website [ranchomurieta.csd.com](http://ranchomurieta.csd.com) is also updated frequently with new forms, meeting agendas, and board meeting minutes.

In addition, CSD Board president Wayne Kuntz presided over an informational table at the open house held by Rancho Murieta's newest community, The Greens, in early September. Community maps were available to potential new residents, as were overall informa-

tion packets. Future presentations of this sort are expected to continue.

The District randomly selected ten names from those who responded to the survey. The ten lucky "winners" will receive a \$25.00 credit on their next CSD bill.

ADMINISTRATIVE SERVICES	Excellent	Good	Poor
	% of Total	% of Total	% of Total
1. Accuracy, readability, timeliness of billing stmts	70.9%	23.0%	6.1%
	404	131	35
2. Importance of credit card and EFT payment options	23.1%	18.6%	58.3%
	131	105	330
	Yes	No	
3. Interested in average monthly billing?	20.7%	79.3%	
	115	441	
	% of Total	% of Total	% of Total
4. Courtesy, efficiency of telephone answering	53.1%	42.5%	4.4%
	267	214	22
5. Usefulness of website to the user	20.7%	60.4%	18.9%
	34	99	31
6. Usefulness of printed materials, Pipeline, billing statement messages, forms	54.0%	41.4%	4.6%
	295	226	25
	Yes	No	
7. Do you regularly read The Pipeline?	84.9%	15.1%	
	483	86	

## Field Operations 2002-03 Highlights

A great deal occurred in the area of Field Operations during the past fiscal year. Among the highlights and accomplishments were:

- The installation of solar pond circulators (Solar Bees, as they are more commonly known). Since their installation, the District's energy costs (SMUD bills) at the Wastewater Reclamation Plant have been reduced by \$2,000 - \$3,000 per month. In addition, the District received a \$14,500 rebate from the California energy commission for its energy conservation efforts.
- Drainage Basin #5 (Lost Lake) cleanup. A related article in this edition further explains the steps taken on this project.
- Completion of the Title 22 engineering Report, which indicated that our water meets the reclaimed water standards.
- All stockpiled biosolids behind the CSD Building were removed.
- With the addition of 93 new service connections during the year, the District now provides water and wastewater services to 2,289 ratepayers.

## Gate Entrance Procedures Revised

Last December, the RMA Board adopted revised visitor entrance procedures for vehicles entering Rancho Murieta. The CSD adopted these procedures the following month.

Since mid-August, residents have been required to 1) have an expected guest on their permanent list (up to eight guests) or 2) phone the guest's name in to the gate prior to his/her arrival. Failure to do so results in the visitor being denied access. No longer will gate officers, with the ever-increasing volume of traffic, telephone the homeowner to "announce" a guest.

According to Security Chief Jim Noller, phoning residents was never part of the visitor gate access procedure. "The officers did it as a courtesy to residents. Time no longer allows that."

When someone not on a resident's list is expected, the resident should telephone the front gate prior to the anticipated arrival.

Noller went on to say, "The customer surveys showed us how important it was for ratepayers not to have unexpected visitors show up at their door. This procedure places more of the responsibility on the homeowner to advise gate officers when guests are expected."

An exception will be made for occasional large gatherings (i.e., a birthday party) where several guests are expected. In such cases, the homeowner must still telephone the gate and indicate that all visitors attending the "Jones" party may be allowed access.

All residents are encouraged to follow these procedures to assure a timely flow of traffic at the gates.

## Safety Reminders

- Children are back in school, so watch for them crossing the street and watch for school bus lights when they are flashing.
- Lock all doors.
- Keep your garage doors closed.
- Do not keep valuables (i.e., laptop computers, cameras, wallets) in plain sight in your vehicle.
- Install a "kill switch" on your golf cart if it has a universal starter.
- When going away for any period of time, fill out a Vacation Checklist to leave with the gate.
- If you observe anything suspicious or out of the ordinary in your neighborhood, please ask Security to check it out.
- Think about forming a Neighborhood Watch program. For information, call Sacto. County Crime Prevention Specialist, Jeff Rodrigues at 875-5852.

## More Carp at Drainage Basin #5

The seven carp planted in Drainage Basin #5, aka "Lost Lake," in Rancho Murieta South, have not been able to eat/eliminate all of the vegetation in the water. As a result, the District soon plans to increase the number of carp to approximately 25 to more adequately deal with the original problem.

The basin is about an acre in size, and biological research indicates that 9 - 25 carp per acre are required to effectively rid the water of all the troublesome vegetation. Residents are reminded that the basin is fenced with "No Fishing" signs by the State Department of Fish and Game. If you notice anyone fishing in the basin, call Security immediately.

Thanks to all who responded to this year's survey! Here are the winners of the random drawing of survey respondents who will receive a \$25 credit on their next CSD bill: Wanda Miller, Kent Enzensperger, Kay Janney, Ina and Ron Semrau, Peter and Phyllis Telfer, David and Linda Secor, Luis and Dorothy Flores, Tina Forbeck, Bettye Pilgrim, Rick Childers, Carmelo Garcia, and Michael and Karen Schieberl.

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**Security Statistics**

	May - June 2003	May - June 2002
Grand Theft	5	4
Petty Theft	13	10
Robbery	0	0
Vandalism	31	34
Trespass	55	68
<i>RMA Rule Violations</i>		
Speeding	5	36
Stop Sign	1	0
Street/Driveway Parking	105	62
North Gate Passes	27,445	30,974
South Gate Passes	8,327	7,157

**Bonds To Be Retired This Year**

Some homeowners in both Rancho Murieta North and South have had an additional levy assessed on their property—Improvement District #1 Bonds. These bonds were originally initiated in 1986 and were scheduled to be fully retired (paid off) in 2006.

The developer who requested the bonds was delinquent/in default on his payments when the land was vacant for some time.

The California Government Code allows a ten percent penalty plus 1.5

percent interest to accrue monthly on such delinquencies.

The original assessments, plus the penalties and interest have now been repaid. The additional money will result in the full repayment of the bonds at the end of the 2003-2004 tax year.

Consequently, homeowners currently assessed the approximately \$500 annually should be glad to hear that at this time next year, that liability will have been erased and will no longer appear on their tax bills from Sacramento County.