

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 JACKSON ROAD
RANCHO MURIETA, CA. 95683



BOARD GOAL WORKSHOP January 31, 2013 District Administration Building 9:00 a.m.

NOTICE IS HEREBY GIVEN that the Board of Directors of the Rancho Murieta Community Services District will hold a Special Meeting on January 31, 2013 at 9:00 a.m., at the Rancho Murieta Community Services District Board Room at 15160 Jackson Road, Rancho Murieta.

AGENDA

1. **CALL TO ORDER, ROLL CALL** - Determination of Quorum - President Pasek (**Roll Call**) 9:00
2. **ADOPT AGENDA** (*Motion*) 9:05
3. **COMMENTS FROM THE PUBLIC** 9:10
The public shall have the opportunity to directly address the Board on any item of interest before or during the Board's consideration of that item. Public comment on items within the jurisdiction of the Board is welcome, subject to reasonable time limitations for each speaker.

If you wish to address the Board at this time, as a courtesy, please state your name and address, and reserve your comments to no more than 3 minutes so that others may be allowed to speak. No action will be taken. (5 min.)
4. **REVIEW/DISCUSSION OF DISTRICT POLICY 2010-02** (*5 min.*) 9:15
5. **DEPARTMENT YEAR END UPDATES AND 2013 - 2014 PROJECTIONS** (*40 min.*) 9:20
6. **GOAL PLANNING** (*Discussion*)
 - ❖ Review Last Year's Goals (*5 min.*) 10:00
 - ❖ Review Strategic Plan (*10 min.*) 10:05
 - ❖ Identify New Goals (*90 min.*) 10:15
7. **CLOSED SESSION** 11:45
Under Government Code section 54956.9(a): Conference with Legal Counsel – Anticipated Litigation – Significant Exposure to Litigation Pursuant to 54956.9: One Potential Case.

Under Government Code section 54956.8: Real Property Negotiations - Real Property APN 128-0080-067; APN 128-0080-068; APN 128-0080-069; APN 128-0080-076; and APN 128-0100-029. Real Property Agency Negotiator: Edward R. Crouse, General Manager. Negotiating Party: Rancho Murieta 670, LLC. Under Negotiation: Price and Terms.

Under Government Code 54957: Public Employee Performance Review: General Manager.

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| 8. REPORT BACK FROM CLOSED SESSION | 1:45 |
| 9. DIRECTOR COMMENTS/SUGGESTIONS | 1:50 |
| 10. ADJOURNMENT (Motion) | 1:55 |

"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."

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting, please contact the District Office at 916-354-3700 or fax 916-354-2082. Requests must be made as soon as possible and at least two (2) full business days before the start 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 January 28, 2013. Posting locations are: 1) District Office; 2) Plaza Foods; 3) Rancho Murieta Association; 4) Murieta Village Association.

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

Category:	Financial	Policy # 2010-02
Title:	Submittal and Review of Board Goals	

PURPOSE

Rancho Murieta Community Services District conducts a Board Goal Workshop annually for the Board of Directors to review previous goals and to submit, discuss and agree upon new goals. The purpose of this policy is to establish the procedures for the submittal of and review of the goals set by the Board of Directors, which are high level, direction setting goals for the District.

BASIC POLICY AND OBJECTIVES

Definition of a Goal

A goal is defined as an object or an end that one strives to attain.

Submittal of Board Goal Suggestions

1. The Rancho Murieta Community Services District's Board of Directors holds a Board Goal Workshop every year on the Friday after the regular January Board meeting. Department Managers attend the meeting also.
2. Each Director is given an updated copy of the Board Goals from previous years, an updated copy of the Strategic Plan Action Items, Rules and Roles for Workshops and a blank dialogue sheet to complete.
3. The Dialogue Sheet is for the Directors to write down their suggestions for goals for the District. The areas covered on the Dialogue Sheet include: Water/Wastewater/Drainage, Security, Solid Waste, Community Relations, RMA/RMCC Relations, Employee Relations, Development, and District/Board.
4. After each Director completes and submits his/her Dialogue Sheet, the District Secretary will combine them onto one sheet, color coding them by Director. The Dialogue Sheet is used to consolidate items for discussion.
5. At the Board Goal Workshop, each Director will explain his/her suggested goal. Directors, along with Department Managers, will discuss each suggestion. The Directors will then agree, by consensus, on whether or not the suggestion is a Board goal.
6. Once a goal is agreed upon, the Directors, with input from Department Managers, will agree upon a start date and a due date for the goal.

7. The General Manager will provide the Board of Directors a quarterly status report on the progress of the Board goals. These status reports will be given at the March, June, September and December regular Board meetings or as needed.

Approved by Rancho Murieta Community Services District's Board of Directors	February 17, 2010
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BOARD GOALS 2012

01/2013

Priority	District Goal	Start Date	Due Date	% Comp	Major Accomplishments	Outstanding Issues, Questions
	Evaluate New Ways to Use PTF Swap Parcel	Jan. 2001	Jan. 2010		Presented memo to Improvements Committee	Discuss need at annual workshop
	Increase technology for new gate	Jan. 2005	July 2006	HOLD	Meet with N. Gate Planning Committee Submitted "wish" list	Working through security strategic plan without upgrades to gates; utilize ABDI upgrades as appropriate
	Identify Water Treatment Plant replacement alternatives	Jan. 2009	July 2009	100%	Completed July 2009	
	Update Strategic Plan	July 2009	Jan 2010			
	Identify Conservation efforts to comply 2020	July 2009	July 2010		Completed October 2010	
	Evaluate non-director representative on committees	Jan 2009	Jan 2010		Completed February 2009	
	Identify 3 tangible cost saving ideas from Ad Hoc report	Jan 2009	Jan 2010		Completed 2009	
	Evaluate ways to address PERS cost increases	Jan 2009	Jan 2010		Maintain status quo	Union contract negotiations
	Adopt Policy on Process for Submittal of Board Goals	Feb 2010	Feb 2010		Completed and Board adopted February 2010	
	Develop 5- Year Financial Plan	Jan 2010	April 2010		Completed May – Presented to Finance Committee	
	Proceed with IWMP recommendations					
	<ul style="list-style-type: none"> ▪ Develop direction for future studies and policy changes 	Jan 2011	June 2011	100%	Adopted recycled water policy	
	<ul style="list-style-type: none"> ▪ Pursue CDPH approval of Clementia Reservoir for drinking water supply in times of drought 	Jan 2011				Postponed at the request of CDPH.

BOARD GOALS 2012 01/2013

Priority	District Goal	Start Date	Due Date	% Comp	Major Accomplishments	Outstanding Issues, Questions
	<ul style="list-style-type: none"> Refine water shortage contingency plan to better define timing of drought stages, related to reservoir levels, early warning forecasts, etc. 	March 2012	Sept. 2012			
	<ul style="list-style-type: none"> Select appropriate augmentation projects, size, including prudent reserve set the new fee 	Sept. 2012	March 2013			
	<ul style="list-style-type: none"> Re-engineer WTP and WWRP phase planning as well as recycled water transmission and storage facilities 	Sept. 2012	March 2013			
	Begin Education Component of 2020 Plan	Jan 2011				
	Independent study of employee compensation and Pay-For-Performance Program	Jan 2011		100%	Completed May 2011	Employee Evaluation Update – in progress
	Develop policy for employee appreciation and recognition	Jan 2011		100%	Completed August 2011	
	Update Strategic Plan by end of 2011	Jan 2011		100%	Completed September 2011	
	Develop plan for security camera coverage of District facilities	Feb 2012				
	Revise Policy 2010-10 to include negative and positive news/information	Feb 2012		100%	Adopted policy March 21, 2012	

BOARD GOALS 2012
01/2013

Priority	District Goal	Start Date	Due Date	% Comp	Major Accomplishments	Outstanding Issues, Questions
	Re-start Parks Committee meetings	Feb 2012		100%	Meetings began in 2012	

Color Key: **New Goal** **Carryover Goal**

2011 STRATEGIC PLAN UPDATE

MISSION STATEMENT

The mission of Rancho Murieta Community Services District is to take a leadership role in responding to the needs of the residents. The District will deliver superior community services efficiently and professionally at a reasonable cost while responding to and sustaining the enhanced quality of life the community desires.

INTERNAL AND EXTERNAL ASSESSMENT

Each District committee evaluated their respective core interests on issues affecting the District. The following Strengths, Weaknesses, Opportunities and Threats (SWOT) were identified during the Committees' discussion.

Security Committee

Patrol Operations

Strengths

- Post trained staff
- Longevity of key staff
- Good relationship with RMA compliance
- Visible presence

Opportunities

- Additional cameras in parks, CSD facilities, commercial areas
 - This will allow for better use of patrol time
 - Expand RMA non-safety compliance

Weaknesses

- Employee retention
 - Employees regularly seeking other employment
 - Incentive pay
 - Advancement/motivation

Threats

- Special tax funding limitations
- Reduced SSD coverage
- RMA takeover of security

Gate Operations

Strengths

- ABDI program
- Dispatch capabilities
- Resident, guest , vendor contact, check in

Weaknesses

- Residents lack of knowledge and use of guest notification
 - Continuing education

Opportunities

- License plate cameras
 - Tracking purposes
- Stonehouse gate operation

Threats

- High traffic volume
 - Causes backups and puts pressure on staff
 - RMA take-over of gates

Improvements Committee:

Strengths: reserve funding and professional staff

Weaknesses: aging infrastructure and no reserve for drainage

Opportunities: developer cost share, grant funding, working with RMA

Threats: changes in regulations, unplanned failures, vandalism and contamination

Communications Committee

Strengths: good reputation, currency of website, consistent communication

Weaknesses: use of website by residents, apathy of residents

Opportunities: more pictures on website, Facebook and news releases

Threats: RanchoMurieta.com and RanchoMurietaonline.com, SPAM overload of residents

Personnel Committee

Strengths: retaining employees, small staff, well trained, multi functional

Weaknesses: The geographical areas of our labor market/pool; perceived compensation imbalance

Opportunities: development of an intranet for employees, recognition program

Threats: commuting, outside recruitment, aging workforce

Finance Committee

Strengths: accurate and routine financial reporting; realistic budgeting; reserve programs

Weaknesses: low or no growth for next five years; weak economy;

Opportunities: multi-year budgeting; grants for infrastructure; developer co-funding of improvements

Threats: State raid on property tax; increasing unavoidable costs (ex. Power, regulatory fees, chemicals, fuel)

STRATEGIC PLAN UPDATES

Following the assessment of internal and external environment and resulting SWOT analysis, staff and the committee developed a new set of strategic initiatives under the existing five key strategic goals from 2005.

SG #1: Provide Needed Community Services

The District will demonstrate leadership by providing as many of the services that are required by the Rancho Murieta community as it can perform in a practical and cost effective way.

Improvements Committee:

Initiative 1-1 Expand water supply portfolio (on-going through 2020 to perfect water right/or extension)

Pursue 2020 compliance (on-going through 2020; 10% by 2015)

Initiate and complete water supply augmentation (2014-2017)

Continue progress on IWMP next steps (on-going)

Initiative 1-2 Ensure wastewater treatment and disposal needs are adequate for future needs (2013-2014)

Implement Recycled water (as needed, dependant on other factors)

Pursue regional Board approval (as needed, dependant on other factors)

Identify facilities plan and costs (as needed, dependant on other factors)

Initiative 1-3 Evaluate drainage long term maintenance needs (2011-2012)

Prepare a long term facilities replacement plan (06-2012)

SG #2: Optimize Level of Services

The CSD will offer services to the community in an effective and efficient manner.

Technology Committee:

Initiative 2-1 Maintain, expand and leverage technology to create organizational efficiency and effectiveness.

Electronic document management system (04-2012)

Exchange server in house (04-2012)

Electronic bill and bill payment (04-2013)

Security Committee:

Initiative 2-1 Enhance gate operations to reduce resident and guest time through gates

Work with RMA on new North gate operations, layout and lane and barcode reader configurations (12-2012)

Educate residents on guest registration (on-going)

Initiative 2-2 Increase security at gates
Install license plate readers (07-2012)
Monitor expanded use of remote cameras (07-2012)

Initiative 2-3 Expand security services
Add remote cameras at parks, and other key hot spots (on-going)
Evaluate expansion of security's role in no safety CC&R enforcement (on-going)

SG #3 Employ a Quality Workforce

The CSD will employ a high quality workforce, and treat its employees as valued partners in the successful management of Rancho Murieta affairs.

Personnel Committee:

Initiative 3-1 Foster leadership throughout organization
Identify key staff for leadership training (01-2012)

Initiative 3-2 Develop recognition program to reinforce superior performance
Prepare recognition program and monitor performance (09-2011)

Initiative 3-3 Assess employee feedback through annual satisfaction surveys
Develop survey and survey annually (01-2012)
Monitor and track progress (January each year)

Initiative 3-4 Utilize intranet for employee information
Initial roll out of HR documents (03-2013)
Upgrade to add electronic forms, sign-ups, links to PERS, medical information, etc. (08-2013)

Initiative 3-5 Address succession planning in all departments
Prepare succession plan for each department (04-2012)

Initiative 3-6 Improve our ability to recruit and retain superior performing workforce
Implement Koff recommendations (11-2011)
Align salary and benefits to market on a yearly basis (April each year)

SG #4: Maintain Good Relationships

The CSD will maintain open, cordial and cooperative relationships with its residents, Rancho Murieta Association, local cities, local businesses, the County of Sacramento, and other stakeholders in the community.

Communications Committee:

Initiative 4-1 Communicate clearly, concisely and consistently to enlighten and engage community on District issues and initiatives.

Install reader boards at both gates

Continually update and upgrade website (on-going)

Expand readership of pipeline (on-going)

Initiative 4-2 Assess customer feedback through surveys, focus groups, point of contact comments

Develop questionnaire and survey documents (03-2014)

Initiative 4-3 Monitor and benchmark up to 5 customer service (e.g. programs, convenience, response times) to ensure that District customers' needs are met.

SG #5: Handle Finances Effectively

The CSD will handle its finances in a well-planned manner, so that it maintains a stable and secure financial position.

Finance Committee

Initiative 5-1 Utilize technology to manage costs and improve service

Electronic bill and electronic payment (06-2013)

Automate timesheet (08-2013)

Streamline AP (06-2012)

Initiative 5-2 Diversify funding sources through grants, partnerships and incentives

Pursue recycled water grants (on-going)

Investigate solar power again (03-2012)

Initiative 5-3 Develop long term budget and financial plans

Develop multi-year budget for rate setting (05-2012)

Develop 5 year operation and reserve budget (05-2012)

**Board Goal Definition
Dialogue sheet
2013**

WATER/WASTE WATER/ DRAINAGE	SECURITY	SOLID WASTE	COMMUNITY RELATIONS	RMA/RMCC RELATIONS	EMPLOYEE RELATIONS	DEVELOPMENT	DISTRICT/ BOARD
Evaluate methods of reducing SMUD charges, including use of third party provided alternative capacities, including possible use of District properties for solar farm.	Evaluate and recommend technology applications for enhanced security within the boundary of RM.	Coordinate with local fundraising groups regarding e-waste pick-up/disposal.	Consider expanding the committees to include 1 or 2 public members with special expertise.	Consider periodic meetings with other Boards to discuss topics of mutual interest.	Question: Do employees have the opportunity to comment, in confidence, on their supervisor's performance?	Further investigate the feasibility of Solar Photovoltaic Systems for pumps, buildings, etc. Present written report of the findings to the Board.	Revisit including non-Directors on committees.
Establish water plant upgrade baseline, including capacity, preliminary cost and implementation phasing (if applicable)	Consider a cost efficient alternative type of patrol vehicle.	Publish the names of places where unused drugs can be dropped off.	Talk to people.	Consider the implementation of the "Immediate and Future Economies" as contained in the RMCS D ad hoc Committee on Governance Services Sub Committee, Final Report, June 2009	Be open and straight-forward regarding the need to reduce taxpayer's costs – esp. post-retirement.	Review prior planning for its pertinence.	Update budget needs once the FSA has been signed by all parties.
Update IWMP to incorporate the revised utilization data, adjusted max EDU requirements as of 12/2013, Clementia as a draught source and the well augmentation capability.	Consider implications/benefits of increase of tax to > 2% a year.		Start implementing the educational communication component listed in the 2020 plan.	Continue as is.	Report on PERS legislation and the affect on employee benefits.	Continue talks on the Murieta Gardens development.	Review the Directors Binder on Rules and Regulations and the use of Roberts Rules of Order (District Code Chapter 2).

Determine with help of consultants, whether District should reduce (actual) water usage to <750 gpd based on history and projections.	Provide a safe community.		Publish on our website and as an article in the RVT the results of our goals workshop.	Continue the Joint Security meetings, the Presidents meetings.			
To be efficient as it relates to rates.	Develop plan for surveillance cameras and the budget costs.			Develop a plan on working together to conserve water to lower their monthly water requirements.			
Reduce energy and the cost associated with our electric bill.	Develop a long range plan to diminish the vandalism and burglary in the community.						
Water quality.							
Implement contract for water augmentation well on Anderson property.							
Develop plan to divert Clementia water to Calero during a stage 5 drought alert.							

Jerry Pasek – dark red
 Roberta Belton – blue
 Betty Ferraro – orange
 Paul Gumbinger – purple
 Michael Martel – green