



## RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

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

### COMMUNICATION & TECHNOLOGY COMMITTEE

*(Directors Linda Butler and Stephen Booth)*

Regular Meeting

April 3, 2025 at 9:00 a.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**

**1. Comments from the Public**

*If you wish to speak during Comments from the Public or would like to comment regarding an item appearing on the meeting agenda, please complete a public comment card and submit to the Board Secretary.*

**2. *Discussion Item* Update on Website and Social Media**

**3. *Discussion Item* Pipeline**

**a. New Column “The Good News”**

**b. Conservation**

**4. *Discussion Item* Discussion of Projects Report**

**5. Directors & Staff Comments/Suggestions**

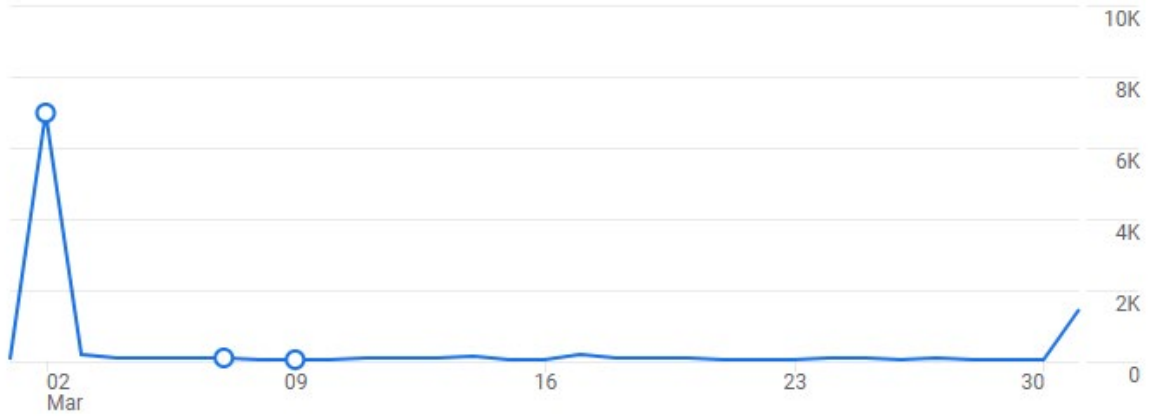
**6. Adjournment**

"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 24 hours prior to a special 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 an individual with a disability and you need a disability-related modification or accommodation to participate in this meeting or need assistance to participate in this teleconference meeting, please contact the District Office at 916-354-3700 or [awilder@rmcsd.com](mailto:awilder@rmcsd.com). Requests must be made as soon as possible.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. This Agenda was posted on March 31, 2025, at the District Office at 9:00 a.m.

< **Active users** <sup>?</sup> **10K** **New users** <sup>?</sup> **10K** **Average engagement time per active us** **12s** <sup>?</sup> >



Active users <sup>?</sup> by Country



COUNTRY	ACTIVE USERS
United States	10K
China	30
India	13
Germany	11
Canada	7
United Kingdom	4
Ireland	4

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## WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class



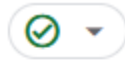
PAGE TITLE AND SCREEN CLASS

VIEWS

Rancho Murieta Community Service...	1.6K
Board of Directors Meeting - Rancho...	893
DEER CREEK/SCOTT ROAD CROSSI...	800
Improvements Committee Meeting -...	608
Board of Directors Meetings - Ranch...	470
Communications Committee Meetin...	461
Finance Committee Meeting - Ranch...	390

[View pages and screens: page path and screen class](#) →

Active users▼ by City



CITY	ACTIVE USERS
Boardman	8.3K
Rancho Murieta	375
San Jose	360
Sacramento	171
Columbus	120
Los Angeles	95
San Antonio	54

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## Page overview

Last 28 days

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### Views

Views ⓘ	2,475
From followers	31%
From non-followers	69%



3-second views ⓘ	0
1-minute views ⓘ	0
Watch time ⓘ	0s
Reach ⓘ	717

### Interactions

Content interactions ⓘ	10
Link clicks ⓘ	1

### Audience

Follows ⓘ	5
Unfollows ⓘ	3
Net follows ⓘ	2

	<b>Initiative</b>	<b>Status</b>	<b>Short Description</b>	<b>Start Date</b>	<b>Completion Date</b>
1.	Accounts Payable/General Ledger (Great Plains) Integration	Planned for integration with the finance system replacement	The District currently uses AESTIVA as its Purchase Order (P.O.) management software. As of now, we are in the testing phase for implementing integration that will eliminate duplicate data entries, and create a seamless flow of data into the general ledger and expand the system to allow for in-the-field verification of receivables by staff. This upgrade is timely with the current state of needing staff to work remotely.	April 2021	October 2021
2.	Accounting System/General Ledger other Integration	Planned for integration with the finance system replacement	We have determined that continued use of the Districts' current financial system, Great Plains, is no longer an option. Based on recommendations of two independent professional accounting firms, it is time for the District to select and purchase a modern fund accounting system. We are requesting funds in the new fiscal year to establish requirements and issue a Request for Proposal for a full system replacement.	April 2021	October 2021
3.	Online Billing System review options	Planned for integration with the finance system replacement	We are researching other online billing capabilities that better integrate with the District's financial systems and provide greater flexibility for customers. We are working with our Utility Billing software company to implement their interactive website for viewing their account information and potentially paying their bills. Our struggle is the need to move to a new online payment system. Based on our findings, we may need to take a request to the Board for approval to move to a new bill payment scenario.	April 2021	October 2021
4.	Automated HR & Payroll	Planned for integration with the finance system replacement	The PayChex project is completed and staff have embraced the automated timesheet program. The new system has allowed office and management staff manage timesheets and payroll remotely during the current Covid19 crisis.	April 2021	October 2021
5.	Maintenance Management and Work Order System	Project on hold	A maintenance management and work order system lets an agency manage work orders and maintenance activities by tracking staff, materials and equipment related to activities. The District is evaluating the feasibility for expanding the use of the current system.	TBA	TBA

	<b>Initiative</b>	<b>Status</b>	<b>Short Description</b>	<b>Start Date</b>	<b>Completion Date</b>
6.	Land Management/Permit System	Researching	The District manages services for every parcel within the District. What is missing is a computerized land management system that allows staff to track all activities related to a parcel or address. Such a system would improve historical records related to each parcel/address improving operations and customer service. Our escrow files now being made electronic is just one resource that could be tied to a computerized land management system. Additionally, we could tie all permits to such a system to ensure that all actions related to an address or parcel are properly recorded. Such a system is composed of tabular and map-based information.	TBA	TBA
7.	Asset Management System (GIS/Data)	Researching	An asset management system is used to manage all infrastructure. This system would contain information for every type of public infrastructure the District manages such as pipes, pump stations, lift stations, basins, etc. The key inputs and metrics of such a system are: What infrastructure do we have, what are the physical properties of the infrastructure, where is it, what condition is it in, when has it been replaced or maintained, and what do we project for maintenance or replacement schedule, and finally, what are the costs for maintenance, rehabilitation or replacement given various funding scenarios? GIS mapping is key as a component tool to produce graphical representations of network condition, maintenance/rehab histories, or project planned improvements based on funding strategies.	TBA	TBA
8.	Customer Management System	Researching	Although a work order system tracks customer maintenance requests, the District is in need of a way to better track customer issues/complaints that may not be related to maintenance activities. We are researching tools for this. It is possible a Land Management System could function in this manner as complaints issues would be tied to a parcel or address and have reporting capabilities to remind staff of outstanding complaints/matters.	Summer 2021	TBA
9.	District Intranet	Completed	This project is now in maintenance mode as part of the SharePoint Cloud File and Collaboration Site	Fall 2019	Summer 2020

	<b>Initiative</b>	<b>Status</b>	<b>Short Description</b>	<b>Start Date</b>	<b>Completion Date</b>
10.	Cyber Security	Ongoing	Cybersecurity experts can protect the District from Cyber terrorists who would attempt to harm the District through the infiltration of our data systems. This form of terrorism is becoming a reality for small governmental entities such as RMCSO. At the request of the Communications and Technology Committee, the General Manager has approved an agreement with WECybr Inc., an Idaho-based Cyber Security company with roots in the Sacramento region, to partner with the District's Information Technology Managed Services Provider, A Leap Ahead IT. WECybr specializes in small business cybersecurity and has identified many of our risks, developed an action plan to address these risks and is helping upskill our staff on how to recognize cyber-attacks.	Fall 2020	Spring 2021
11.	Establish a process to post District messages to NextDoor	Completed	The District has developed a working agreement with the Sacramento County Public Information Office that allows us to post onto NextDoor. This agreement is basic at this time. We are working to formalize this relationship through continued communications with the County. In general, there are three distinct NextDoor Neighborhoods within the Rancho Murieta CSD. This includes the residences and businesses in the area South of Highway 16 (155 subscribers), RM North (1,963 subscribers), and Rancho Murieta South (909 Subscribers). We will currently develop a written practice for determining the conditions whereby we request the Sac PIO to post a message.	Fall 2020	Spring 2021