



RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

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

COMMUNICATION & TECHNOLOGY COMMITTEE

(Directors John Merchant and Linda Butler)

Regular Meeting

October 1, 2020 at 8:30 a.m.

This meeting will be held via ZOOM video conference only pursuant to Gov. Newsom Executive Order N-29-20. You can join the conference by (1) logging on to <https://us02web.zoom.us/j/89650019529>, entering Meeting ID no. 896 5001 9529, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 896 5001 9529. Those wishing to join with audio only can simply call the telephone number above and enter the code. Participants wishing to join the call anonymously have the option of dialing *67 from their phone. Please refer to your telephone service provider for specific instructions. ***PLEASE NOTE – MOBILE DEVICE USERS MAY NEED TO INSTALL AN APP PRIOR TO USE AND MAC AND PC DESKTOP AND LAPTOP USES WILL REQUIRE YOU TO RUN A ZOOM INSTALLER APPLICATION – PLEASE FOLLOW DIRECTIONS AS PROVIDED BY ZOOM. IT IS RECOMMENDED YOU ATTEMPT TO LOGIN AT LEAST 5 MINUTES BEFORE THE START OF THE MEETING.***

AGENDA

1. Call to Order
2. Comments from the Public
3. Monthly Website and Social Media Update
4. Quarterly Update to Outreach and Technology Projects
5. Discuss Pipeline
6. Discuss Contract with WECybr
7. Communication Strategies Concerning Laguna Joaquin
8. Update on Reservoir Information and Education Committee (RIEC)
9. Directors & Staff Comments/Suggestions [no action]
10. Adjournment

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In compliance with the Americans with Disabilities Act and Executive Order No. N-29-20, 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. Requests must be made as soon as possible.

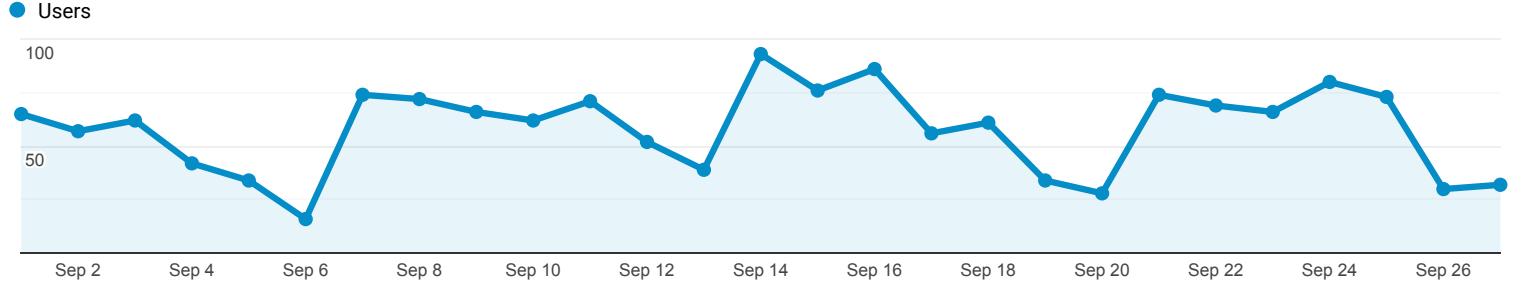
Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is September 28, 2020. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

RMCS D Website Stats

Sep 1, 2020 - Sep 27, 2020

All Users
100.00% Users

RMCS D Website Visitors



Region	Users	New Users	Hits	Sessions	Number of Sessions per User	Pageviews	Pages / Session	Avg. Session Duration
	1,191 % of Total: 100.00% (1,191)	1,007 % of Total: 100.00% (1,007)	4,462 % of Total: 100.00% (4,462)	1,860 % of Total: 100.00% (1,860)	1.56 % of Total: 100.00% (1.56)	4,428 % of Total: 100.00% (4,428)	2.38 Avg for View: 2.38 (0.00%)	00:02:10 Avg for View: 00:02:10 (0.00%)
1. California	830 (69.22%)	656 (65.14%)	3,886 (87.09%)	1,473 (79.19%)	1.77 (114.40%)	3,853 (87.01%)	2.62	00:02:32
2. Virginia	73 (6.09%)	73 (7.25%)	78 (1.75%)	73 (3.92%)	1.00 (64.46%)	78 (1.76%)	1.07	00:00:01
3. (not set)	65 (5.42%)	65 (6.45%)	65 (1.46%)	65 (3.49%)	1.00 (64.46%)	65 (1.47%)	1.00	00:00:00
4. Georgia	27 (2.25%)	26 (2.58%)	28 (0.63%)	27 (1.45%)	1.00 (64.46%)	28 (0.63%)	1.04	00:00:01
5. Texas	23 (1.92%)	21 (2.09%)	39 (0.87%)	27 (1.45%)	1.17 (75.67%)	39 (0.88%)	1.44	00:00:38
6. Oregon	18 (1.50%)	18 (1.79%)	47 (1.05%)	18 (0.97%)	1.00 (64.46%)	47 (1.06%)	2.61	00:00:32
7. Washington	16 (1.33%)	16 (1.59%)	21 (0.47%)	16 (0.86%)	1.00 (64.46%)	21 (0.47%)	1.31	00:00:56
8. Arizona	14 (1.17%)	7 (0.70%)	15 (0.34%)	14 (0.75%)	1.00 (64.46%)	15 (0.34%)	1.07	00:00:01
9. Shaanxi	13 (1.08%)	13 (1.29%)	13 (0.29%)	13 (0.70%)	1.00 (64.46%)	13 (0.29%)	1.00	00:00:00
10. Illinois	11 (0.92%)	9 (0.89%)	24 (0.54%)	12 (0.65%)	1.09 (70.32%)	24 (0.54%)	2.00	00:00:45

Rows 1 - 10 of 58

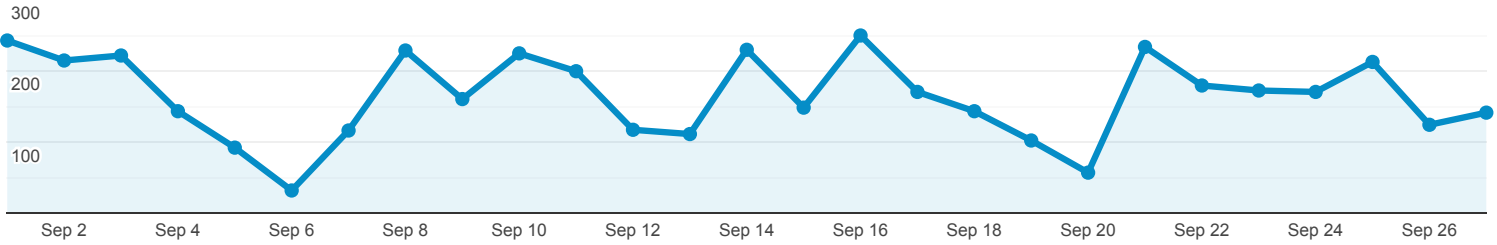
RMCS D Website Stats

Sep 1, 2020 - Sep 27, 2020

All Users
100.00% Users

RMCS D Pages

Pageviews



Destination Page	Pageviews	Unique Pageviews	Avg. Time on Page
	4,428 % of Total: 100.00% (4,428)	3,632 % of Total: 100.00% (3,632)	00:01:34 Avg for View: 00:01:34 (0.00%)
1. /	1,257 (28.39%)	968 (26.65%)	00:00:59
2. /how-to-pay-my-bill	248 (5.60%)	181 (4.98%)	00:01:42
3. /employment-opportunities	244 (5.51%)	190 (5.23%)	00:01:34
4. /2020-board-meetings	230 (5.19%)	200 (5.51%)	00:03:55
5. /2020-committee-meetings	118 (2.66%)	101 (2.78%)	00:04:08
6. /salary-schedules	101 (2.28%)	77 (2.12%)	00:02:58
7. /district-office-and-phone-numbers	100 (2.26%)	87 (2.40%)	00:02:06
8. /board-meeting-archive	90 (2.03%)	63 (1.73%)	00:00:29
9. /development-projects	86 (1.94%)	60 (1.65%)	00:02:23
10. /board-of-directors	83 (1.87%)	57 (1.57%)	00:01:12
11. /quick-links-security-log	72 (1.63%)	62 (1.71%)	00:04:29
12. /get-notified-of-emergencies-in-the-area	65 (1.47%)	61 (1.68%)	00:06:42
13. /update-your-visitor-information	61 (1.38%)	43 (1.18%)	00:02:55
14. /job-descriptions	55 (1.24%)	50 (1.38%)	00:01:50
15. /district-staff	48 (1.08%)	46 (1.27%)	00:00:11
16. /district-code	47 (1.06%)	39 (1.07%)	00:04:44
17. /security-department	46 (1.04%)	36 (0.99%)	00:00:31
18. /2020-pipeline-newsletter	42 (0.95%)	37 (1.02%)	00:03:13
19. /committee-meetings	40 (0.90%)	36 (0.99%)	00:00:10
20. /ordinances	40 (0.90%)	27 (0.74%)	00:00:17
21. /finances	39	31	00:01:00

		(0.88%)	(0.85%)	
22. /services-provided		36 (0.81%)	30 (0.83%)	00:00:14
23. /sign-up-for-e-billing		34 (0.77%)	30 (0.83%)	00:01:24
24. /solid-waste-frequently-asked-questions-2201ffa		34 (0.77%)	26 (0.72%)	00:01:43
25. /construction-standards		33 (0.75%)	26 (0.72%)	00:01:51

Rows 1 - 25 of 248

Results from Aug 31, 2020 - Sep 27, 2020

Note: Does not include today's data. Insights activity is reported in the Pacific time zone. Ads activity is reported in the time zone of your ad account.

■ Organic ■ Paid

Actions on Page

August 31 - September 27



We have insufficient data to show for the selected time period.

Page Views

August 31 - September 27

66

Total Page Views ▼33%



Page Previews

August 31 - September 27

1

Page Previews ▼86%



Page Likes

August 31 - September 27

6

Page Likes ▼40%



Post Reach

August 31 - September 27

262

People Reached ▼76%



Story Reach

August 31 - September 27

Get Story Insights

See stats on how your Page's recent stories have performed.

[Learn More](#)

Recommendations

August 31 - September 27



We have insufficient data to show for the selected time period.

Post Engagement

August 31 - September 27

54

Post Engagement ▼92%



Videos

August 31 - September 27



We have insufficient data to show for the selected time period.

Page Followers

August 31 - September 27

6

Page Followers ▼45%



MEMORANDUM

Date: September 28, 2020
To: Communications & Technology Committee
From: Tom Hennig, General Manager
Subject: Outreach and Technology Items Accomplished/In-Progress Quarterly Update

At the August 2019 Communications & Technology meeting, Director Butler asked for staff to separately track the status of outreach and technology initiatives accomplished and in the works. In October 2019, we expanded to include information explaining the purpose and benefits of each initiative for presentation

In December 2019, we added the Field Operations Technological Initiatives spreadsheet. We are now providing quarterly updates to the Board. Attached are the spreadsheets reflecting the updated information for the October 2020 meeting.

RMCS D TECHNOLOGY PROJECTS

September 28, 2020

	Initiative	Status	Short Description	Start Date	Completion Date
1.	High Speed Internet	Completed	In Fall of 2017, the District's internet service was around 5-6 Mbps for the entire organization. This was akin to operating an organization using a slow home-based internet connection. Acting immediately we moved to implement a 100 Mbps fiber connection. This has greatly increased the productivity of staff and laid the foundation to establish cloud-based computer systems. We intend to upgrade to faster speed internet as needed.	Fall 2017	Fall 2017
2.	Timesheets from Paper to Electronic	Completed	All timesheets were processed in paper format. Starting in Fall 2017, admin office staff began using an Excel based timesheet which made automatic calculations and cut down on transcription errors. The plan is to go to a web-based timesheet system in the near future which will introduce further efficiencies	Fall 2017	Fall 2017
3.	One-Drive Cloud working folders	Completed	One-Drive is part of the Microsoft Office 365 cloud based capability. The one-cloud is a file storage system. This capability allowed staff to manage electronic work files in the cloud instead of on a server stored onsite. This capability allows for more seamless access to work files from smart and mobile devices when offsite, in addition to more robust duplicative backup of files.	Fall 2017	Fall 2018
4.	Ring Central - Unified Communications (Phones/Communication)	Completed	Starting in Fall 2017 the District worked to move a majority of its telephony from a traditional corporate (POTS) system to Ring Central (VOIP). Ring Central provides unified communications. The concept is the ability to communicate via voice, texting, and video conferencing via the same communications system. Staff can make calls from their desktop phone, smart phone, or computer using their own phone extension. Using the same system, staff can communicate by text via computer and smart phones. A major added benefit is the user-friendly web-based management of the phone system which can be handled more easily by staff saving considerable staff time.	Fall 2017	Spring 2018
5.	Desktop Scanners - More paperless efficiencies	Completed	This initiative recognizes the importance of moving to digital files and the efficiencies gained by locating a scanner on each staff's desktop. A scanner today is as critical to a modern workplace as a computer. Having this capability immediately available at each workstation is more efficient and conditions staff to more readily convert paper files to electronic form.	Summer 2018	Summer 2018
6.	Security Cameras - Public Buildings and Treatment Plants	Completed	The District has maintained security cameras around its treatment plants for some time. In 2018, we expanded security cameras to include administrative and operational offices, including gate houses and the District's administration building. This capability helps to provide extra security at key facilities. We plan to add cameras to key areas as budget becomes available.	Summer 2018	Summer 2018
7.	Upgraded Software Licenses - Microsoft Office 365 Cloud Based Software	Completed	This action was critical to ensure staff systems were upgraded to the latest operating system and Microsoft Office cloud capabilities. Keeping operating and office productivity software up to date is key to maintaining network security and improving staff effectiveness in the use of business systems.	Early 2019	Early 2019

RMCS D TECHNOLOGY PROJECTS

September 28, 2020

	Initiative	Status	Short Description	Start Date	Completion Date
8.	User enabled reset of software passwords	Completed	In the past, staff who managed the IT function had access to all District employee passwords for all systems including communications. This type of arrangement could readily lead to abusive access to confidential Board and management information and compromise the security of District applications and the network. The argument was that staff could receive help when they lost their password. We have implemented a best practice of a more automated user password reset when staff loses their enterprise passwords. This ensures that only each individual knows their passwords ensuring confidentiality of communications. With this approach, the General Manager is made aware in the event an individual needs access to an account that is not their own such as when an employee separates from the District.	Fall 2019	Fall 2019
9.	North Gate FastPass System	Completed	This system was implemented to handle high-volume traffic events through the North Gate via an electronic FastPass that allows faster check-in at the gate window and via an iPad in additional traffic lanes if warranted. This capability was well received after being implemented for the July 4 holiday in 2019.	5/1/2019	7/1/2019
10.	Portable Computers/Surface Books for Management Staff	Completed	Staff efficiency via strategic investments in key computer systems and technology used daily provides some of the greatest return on investment. Portable computers have become the norm. We have moved away from replacing desktop towers with mobile laptops/docking stations. This mobility allows for greater productivity when at home or away at conferences and training, not to mention collaboration when in staff meetings as staff is now able to pull up information and conduct research during meetings.	Fall 2017	Fall 2019
11.	Network Mirror/Backup - Cloud Based	Completed	The District has backed-up the Network over the internet for some time. However, the process was slow and more difficult to deploy. We now have a more robust cloud-based backup system that provides for greater security and duplication of backups.	Summer 2019	Fall 2019
12.	AUTOCRACY Network Domain Name Change	Completed	When the District's network was established, it was named "AUTOCRACY". This is a very negative term related to despotism and absolute power by a single individual. We have changed the network name to a more professional designation as a key step in establishing a more positive and professional culture. This was a much more complex task than one would imagine, given the naming convention existed for years and was tied to nearly every networked software system used by the District.	Summer 2019	Fall 2019
13.	RMCS D Server Upgrade	Completed	As technology continues to evolve, we expect to move to a mostly cloud-based operating environment. However, for now, some legacy systems require maintenance of a local network server. We have upgraded the local server to improve network speed and reliability.	Summer 2019	Fall 2019
14.	Public Wi-Fi at Admin Building	Completed	This is a basic capability that most public agencies provide at their administrative offices. This allows the public to access internet during meetings for research, consultants to use their devices during meetings, and a host of other productive purposes.	Fall 2017	Fall 2017

RMCS D TECHNOLOGY PROJECTS

September 28, 2020

	Initiative	Status	Short Description	Start Date	Completion Date
15.	Large Format Plotter/Scanner	Completed	We have purchased and installed a networked Large Format Plotter/Scanner. This allows us to scan all large plans in the office to electronic format and to print plans for mark-up and copying of the mark-ups when useful for office or field use. Having this tool will free up office space for plans storage and provide electronic access to all District large-format plans.	July 2019	September 2019
16.	Established Proxy for back-up P.O. Approver	Completed	Purchase Order approvals within the District's web-based purchase order system were correctly limited to key staff. The problem was that only one individual had approval rights leading to complications when that individual was not in the office. This would require sharing of the P.O. approval password with other authorized staff and the need to reset the password when that individual returns. This new capability allows a second approver to login under their own password as a proxy and authorize P.O.'s, eliminating the need for the password reset, and further ensures the integrity of approvals.	Fall 2019	Fall 2019
17.	Document Imaging System/Escrow Files	System in-place Scanning in progress	The District is utilizing Student Interns to provide a focus on scanning the escrow files. As of today, we have 50% of the 2,900 files scanned. Completing this project is dependent on the timing to recruit another student intern. This project is currently assigned to the Accounting Supervisor.	2017	Spring 2022
18.	Patrol Management Software - Cloud Based	Completed	This is a key new capability we are adding to the Security Function. This new system is a cloud-based mobile patrol incident reporting system that will provide for better analytics of Security operations and incidents. Right now, nearly all Security reporting is in paper form. Paper forms have been found to lead to lost documents and transcription errors. The computerized system will improve efficiencies in compiling incident data and better maintain the integrity of the input data.	Summer 2019	December 2019
19.	SharePoint Cloud File and Collaboration Site	Completed	SharePoint is One-Drive on steroids. Whereas One-Drive is a storage space for individuals' working files, Sharepoint has cloud-based collaboration capabilities that allow for enterprise file management, calendars, intranet and communications. The plan is to ultimately move all District files on the local network drives to SharePoint. This will ensure better protection of District electronic files and a central location for staff to access these files. Setting the permissions properly for Sharepoint and training staff is more complicated than traditional network drives, so the roll-out of this has been limited to start. We contracted with WeCybr Inc., to evaluate and update our SharePoint environment. This project is completed and District staff are in the process of migrating historical documents and learning to work within the new system.	Spring 2019	Summer 2020
20.	Accounts Payable/General Ledger (Great Plains) Integration	In-Process	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.	May 2019	April 2020

RMCS D TECHNOLOGY PROJECTS

September 28, 2020

	Initiative	Status	Short Description	Start Date	Completion Date
21.	Accounting System/General Ledger other Integration	Budget for RFP in FY 2020-21	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.	February 2021	June 2021
22.	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
23.	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
24.	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
25.	Online Billing System review options	Researching	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.	Spring 2021	TBA

RMCS D TECHNOLOGY PROJECTS

September 28 , 2020

	Initiative	Status	Short Description	Start Date	Completion Date
26.	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
27.	District Intranet	Completed	This project is now in maintenance mode as part of the SharePoint Cloud File and Collaboration Site	Fall 2019	Summer 2020
28.	Automated HR & Payroll	Completed	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.	Winter 2019	Spring 2020
29.	Cyber Security	Completed	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 RMCS D. 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	Winter 2020

RMCS D FIELD OPERATIONS TECHNOLOGY PROJECTS

Updated 9/28/2020

	Initiative	Status	Short Description	Start Date	Completion Date	Comments
Existing						
Proposed:						
1.	Network District facilities	Proposing	The goal of this would be too connect all of the district's sewer lift stations, Rio Oso tank & potable water pump station, MainLift South & FAA stormwater pump stations, and Granlees raw water pumping stations to the main network.	TBD	TBA	Having a hard-lined system would add to internal network security for facilities. Paul brought in a vendor to provide a budgetary cost for scope of this work.
2.	Wastewater plant and warehouse	Research in process	I'm having staff research the viability of a conduit that would run from the wastewater plant gate back to the wastewater control building that could be utilized for installation of a fiber optic line. Additional network and cable would have to be treched and installed back to the warehouse.	In process		On hold as ALA has wireless systems in place.
3.	Sewer Lift Station PLCs	Research in process	Would start with getting connectivity - possibly through Greenfield fiberoptic system or ATT phone lines.	Winter 2019-2020		Emailed Greenfield with no response. Need to follow up on this.
4.	Pump Stations	Research in process	Would start with getting connectivity - possibly through Greenfield fiberoptic system or ATT phone lines.	Winter 2019-2020		
5.	Centralized SCADA system	Proposing	The goal of this project would be to utilize the wastewater plant SCADA system as a centralized for the remaining district facilities. Due to security concerns the water plant would remain on its own system.	TBD	TBA	In process: West DAF electrical panel project is part of it and is nearing completion.
6.	WWRP Automation	Proposing	This would require the installation of automated valve systems that could be controlled through SCADA, as well as flow metering systems with feedback loops to regulate and control flows.	TBD	TBA	This would create efficiencies for staff to be able to respond and control systems remotely.
7.	Lake Level Monitoring system	Approved but on Hold	This project was proposed an approved by the board as it was assumed it was a legal requirement by the department of water resources. We found out we did not meet the threshold to have to comply with this at this time.	TBD	TBA	On hold per Board decision
8.	And sewer lift station upgrades		Control systems at several of the sewer line stations are coming due for replacement. We need to upgrade two systems that allow networking and control of the facilities remotely.	TBD	TBA	No actions yet