



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)

Special Meeting

July 9, 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/81231399446>, entering Meeting ID no. 812 3139 9446, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 812 3139 9446. 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. Discuss Pipeline and Website Communication Plan and How to Bring the Two Together
5. Quarterly Update to Outreach and Technology Items
6. CodeRED System
7. COVID-19 Communication Plan
8. Update on Reservoir Education and Signage Ad Hoc Committee
9. Directors & Staff Comments/Suggestions [no action]

10. 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 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 July 2, 2020. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

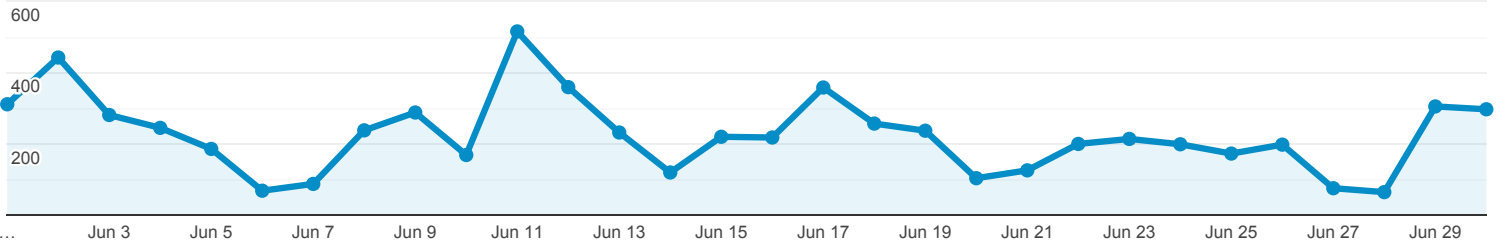
RMCS D Website Stats

Jun 1, 2020 - Jun 30, 2020

All Users
100.00% Users

RMCS D Pages

Pageviews



Destination Page	Pageviews	Unique Pageviews	Avg. Time on Page
	6,790 % of Total: 100.00% (6,790)	5,361 % of Total: 100.00% (5,361)	00:01:48 Avg for View: 00:01:48 (0.00%)
1. /	1,771 (26.08%)	1,291 (24.08%)	00:01:13
2. /employment-opportunities	659 (9.71%)	451 (8.41%)	00:02:10
3. /codered-mobile-alert	388 (5.71%)	323 (6.02%)	00:03:20
4. /2020-board-meetings	282 (4.15%)	229 (4.27%)	00:03:46
5. /how-to-pay-my-bill	206 (3.03%)	148 (2.76%)	00:02:33
6. /district-office-and-phone-numbers	169 (2.49%)	136 (2.54%)	00:03:03
7. /board-meeting-archive	153 (2.25%)	108 (2.01%)	00:00:19
8. /2020-committee-meetings	148 (2.18%)	112 (2.09%)	00:05:10
9. /salary-schedules	116 (1.71%)	97 (1.81%)	00:02:50
10. /sign-up-for-district-news	113 (1.66%)	103 (1.92%)	00:02:42

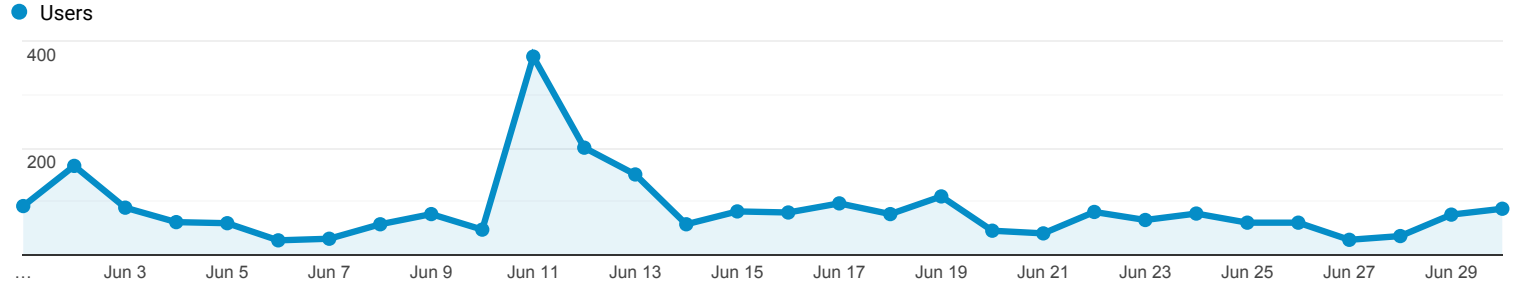
Rows 1 - 10 of 330

RMCS D Website Stats

Jun 1, 2020 - Jun 30, 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
	2,033 % of Total: 100.00% (2,033)	1,781 % of Total: 100.00% (1,781)	6,826 % of Total: 100.00% (6,826)	3,058 % of Total: 100.00% (3,058)	1.50 % of Total: 100.00% (1.50)	6,790 % of Total: 100.00% (6,790)	2.22 Avg for View: 2.22 (0.00%)	00:02:12 Avg for View: 00:02:12 (0.00%)
1. California	1,512 (74.19%)	1,273 (71.48%)	6,159 (90.23%)	2,513 (82.18%)	1.66 (110.77%)	6,126 (90.22%)	2.44	00:02:38
2. Oregon	323 (15.85%)	323 (18.14%)	331 (4.85%)	324 (10.60%)	1.00 (66.85%)	328 (4.83%)	1.01	<00:00:01
3. Texas	37 (1.82%)	37 (2.08%)	50 (0.73%)	37 (1.21%)	1.00 (66.64%)	50 (0.74%)	1.35	00:00:22
4. (not set)	18 (0.88%)	18 (1.01%)	18 (0.26%)	18 (0.59%)	1.00 (66.64%)	18 (0.27%)	1.00	00:00:00
5. Illinois	16 (0.79%)	15 (0.84%)	18 (0.26%)	16 (0.52%)	1.00 (66.64%)	18 (0.27%)	1.12	00:00:17
6. Virginia	12 (0.59%)	11 (0.62%)	23 (0.34%)	13 (0.43%)	1.08 (72.20%)	23 (0.34%)	1.77	00:00:46
7. Washington	12 (0.59%)	12 (0.67%)	20 (0.29%)	15 (0.49%)	1.25 (83.31%)	20 (0.29%)	1.33	00:00:08
8. Tamil Nadu	10 (0.49%)	6 (0.34%)	15 (0.22%)	14 (0.46%)	1.40 (93.30%)	15 (0.22%)	1.07	00:00:04
9. Nevada	10 (0.49%)	9 (0.51%)	23 (0.34%)	11 (0.36%)	1.10 (73.31%)	23 (0.34%)	2.09	00:00:58
10. North Carolina	7 (0.34%)	3 (0.17%)	15 (0.22%)	9 (0.29%)	1.29 (85.69%)	15 (0.22%)	1.67	00:01:00

Rows 1 - 10 of 56

Page Summary Last 28 days

Export Data

Results from Jun 3, 2020 - Jun 30, 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

June 3 - June 30

2

Total Actions on Page ▲100%



Page Views

June 3 - June 30

126

Total Page Views ▼54%



Page Previews

June 3 - June 30

6

Page Previews ▼33%



Page Likes

June 3 - June 30

10

Page Likes ▼74%



Post Reach

June 3 - June 30

640

People Reached ▼55%



Story Reach

June 3 - June 30

Get Story Insights

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

Learn More

Recommendations

June 3 - June 30



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

Post Engagement

June 3 - June 30

249

Post Engagement ▼90%



Videos

June 3 - June 30



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

Page Followers

June 3 - June 30

12

Page Followers ▼73%



Orders

June 3 - June 30

0

Number of Orders ▲0%

0

Earnings from Orders ▲0%

MEMORANDUM

Date: June 29, 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 outreach and technology initiatives accomplished and, in the works, including the status of each. At the September 2019 meeting, we provided lists of these accomplishments. These spreadsheets were expanded with information explaining the purpose and benefits of each initiative for presentation at the October 2019 meeting.

In December 2019 we added the Field Operations Technological Initiatives spreadsheet. We will be updating the Board on a Quarterly basis. Attached are the spreadsheets reflecting the updated information for the July 2020 meeting.

RMCS D TECHNOLOGY INITIATIVES

1-Jul-20

	Initiative	Status	Short Description	Start Date	Completion Date
1.	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
2.	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
3.	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
4.	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
5.	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
6.	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
7.	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
8.	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

RMCS D TECHNOLOGY INITIATIVES

1-Jul-20

	Initiative	Status	Short Description	Start Date	Completion Date
9.	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
11.	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
13.	Accounts Payable/General Ledger (Great Plains) Integration	Completed	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	June 2020
10.	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. We anticipate the scanning to be complete during FY 2020-21.	2017	Ongoing
12.	SharePoint Cloud File and Collaboration Site	In-Process	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 have entered into an agreement with WeCybr Inc., to evaluate and update our SharePoint environment. The discovery phase of this agreement is completed. WeCybr is currently in the design phase of the project. This is expected to be completed in the summer of 2020.	Spring 2019	Summer 2020

RMCS D TECHNOLOGY INITIATIVES

1-Jul-20

	Initiative	Status	Short Description	Start Date	Completion Date
14.	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.	August 2020	June 2021
15.	Maintenance Management and Work Order System	Researching	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 re-evaluating the options for using	April 2020	TBD
16.	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.	Fall 2019	TBD
17.	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 in structure, 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.	Spring 2019	TBD

RMCS D TECHNOLOGY INITIATIVES

1-Jul-20

	Initiative	Status	Short Description	Start Date	Completion Date
18.	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.	Fall 2019	TBD
19.	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.	Fall 2019	TBD
20.	District Intranet	In process	This project is now part of initiative 19, SharePoint Cloud File and Collaboration Site	Fall 2019	Summer 2020
21.	Automated HR & Payroll	Completed	There is a heavy reliance on visits to Administrative staff for human resources and payroll processing. With the recent departure of a long-term staff member, the General Manager directed staff to research and select a company to provide Human Resource and Payroll management. After a thorough review of Kronos, ADP, and PayChex, three of the main providers of HR/Payroll services, staff selected PayChex. The primary reason for choosing PayChex were their reference checks and their service level for small companies. PayChex provides a large network of support and assigns an HR Generalist to keep the District current with HR regulations. 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

RMCS D FIELD OPERATIONS TECHNOLOGY INITIATIVES

Updated 6/26/2020

	Initiative	Status	Short Description	Start Date	Completion Date	Comments
Existing						
1.	Maintenance Management and Work Order System	Researching	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 maintains an outdated rudimentary software system that could be improved.	July 2019	TBA	We have brought in a vendor who is capable of providing a system that would meet the goals of these items. Due to costs we need to solicit other vendors in and that process. Paul is currently working on putting a competitive bid packet together.
2.	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.	Fall 2019	TBA	We have brought in a vendor who is capable of providing a system that would meet the goals of these items. Due to costs we need to solicit other vendors in and that process. Same as above.
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.	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.
3.	Pump Stations	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.	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.
5.	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.

6.	Lake Level Monitoring system	Approved but on Hold	This project was proposed and 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
7.	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

MEMORANDUM

Date: June 30, 2020

To: Communications/Technology Committee

From: Amelia Wilder, District Secretary

Subject: CodeRED Update

The District currently subscribes to CodeRED, which is an Emergency Notification System. Four District Employees have been trained in the use of this system in case there is an actual emergency. Residents and community members can sign up for the service at no charge by creating an account at <https://public.coderedweb.com/CNE/E0A618CC265A>. People wishing to sign up will need to provide a street address and method of contact (phone, text, email). Front office reception staff have been trained for signing up residents, so if anyone requires assistance, we are here to help. If there's an emergency, District Staff will create an alert, which will be delivered to those who have signed up. Alerts can be recorded messages, text messages, email, and TYY. The District utilized the system once in 2019 at the request of SSD during a search for a Sr. Citizen with Alzheimer's. The results of that alert are attached.

This system is currently being utilized for ACTUAL EMERGENCIES ONLY. It is not to be used to communicate with the resident's non-emergency situations. Examples of emergencies are:

- Public Safety and Security
- Active Shooter
- Evacuation Instructions
- Terrorist Attack Response
- Fire/Flood/Natural Disasters
- At-Risk Missing Person

Recall All of Scenario 10/25/2019-14:13:2

Launch ID #2116263
Launched By Jeff Werblun
Notification Type Emergency
Auto Recall No
Started 10/25/2019 3:55:29 PM
Ended 10/25/2019 4:14:22 PM
Voice Minutes Used 2017
Emails 0
Phone Calls 6590
Text Messages 0
TDD 0
Attempted Calls 9593
Numbers Reached 4743
Numbers Not Reached 1847

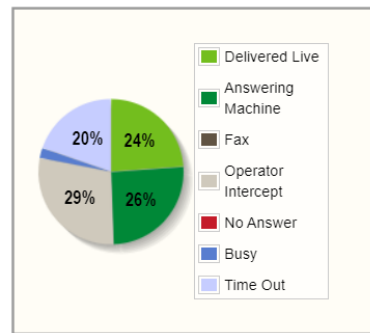
[VIEW CONTACTS](#) [MESSAGES](#)

[FOLLOW UP](#)

Communication Method



Phone Statistics



MEMORANDUM

Date: June 30, 2020
To: Communications & Technology Committee
From: Amelia Wilder, District Secretary
Subject: Outreach Concerning COVID-19

As the situation with COVID-19 continues to unfold and potentially effect Residents who may be impacted financially the District has made numerous efforts to send a message to the Community regarding assistance that we can give in the following areas:

- Suspend Lock-offs
- Enter Into Pay Agreements For Those Affected

These initiatives have been communicated to Residents via:

- Pipeline
- Facebook
- RMCSD.com

We have added a statement to the bill letting customers know that there is financial relief available, should they need it.