



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

March 3, 2022 at 8:30 a.m.

This meeting will be held via ZOOM video conference only. You can join the conference by (1) logging on to <https://us02web.zoom.us/j/84022884086>, entering Meeting ID no. 840 2288 4086, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 840 2288 4086. 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. Consider Finding That as a Result of the COVID-19 Emergency: (i) Meeting in Person Would Present Imminent Risks to the Health or Safety of Attendees; and (ii) the Meeting is Authorized to be Held by Teleconference Pursuant to Gov. Code, § 54953, subd. (e)(1)(C).
3. Comments from the Public
4. Monthly Website and Social Media Update
5. Discuss Reservoir Information and Education Ad Hoc Committee
6. Keeping Track of Current Issues Report
7. Update on Update on Website and FAQ's
8. Directors & Staff Comments/Suggestions

9. 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. Requests must be made as soon as possible.

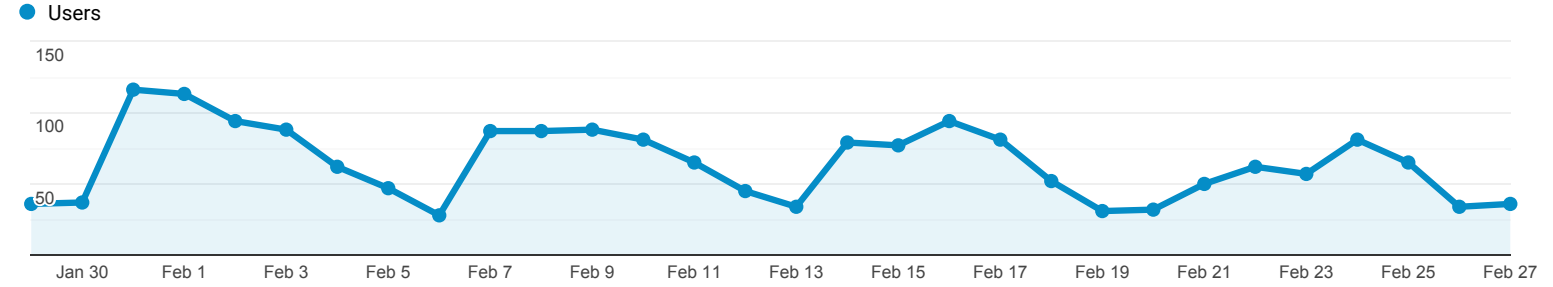
Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is February 28, 2022. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

RMCS D Website Stats

Jan 29, 2022 - Feb 27, 2022

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
	1,473 % of Total: 100.00% (1,473)	1,274 % of Total: 100.00% (1,274)	5,413 % of Total: 100.00% (5,413)	2,248 % of Total: 100.00% (2,248)	1.53 % of Total: 100.00% (1.53)	5,380 % of Total: 100.00% (5,380)	2.39 Avg for View: 2.39 (0.00%)	00:01:53 Avg for View: 00:01:53 (0.00%)
1. California	1,079 (72.46%)	891 (69.94%)	4,559 (84.22%)	1,800 (80.07%)	1.67 (110.50%)	4,526 (84.13%)	2.51	00:02:11
2. Virginia	43 (2.89%)	43 (3.38%)	49 (0.91%)	43 (1.91%)	1.00 (66.24%)	49 (0.91%)	1.14	00:00:18
3. Massachusetts	40 (2.69%)	40 (3.14%)	40 (0.74%)	40 (1.78%)	1.00 (66.24%)	40 (0.74%)	1.00	00:00:00
4. (not set)	32 (2.15%)	30 (2.35%)	175 (3.23%)	34 (1.51%)	1.06 (70.38%)	175 (3.25%)	5.15	00:01:00
5. Washington	31 (2.08%)	30 (2.35%)	44 (0.81%)	33 (1.47%)	1.06 (70.51%)	44 (0.82%)	1.33	00:00:05
6. Texas	28 (1.88%)	28 (2.20%)	61 (1.13%)	31 (1.38%)	1.11 (73.33%)	61 (1.13%)	1.97	00:01:06
7. New York	22 (1.48%)	16 (1.26%)	32 (0.59%)	22 (0.98%)	1.00 (66.24%)	32 (0.59%)	1.45	00:00:11
8. Florida	21 (1.41%)	21 (1.65%)	32 (0.59%)	21 (0.93%)	1.00 (66.24%)	32 (0.59%)	1.52	00:00:25
9. Nevada	20 (1.34%)	15 (1.18%)	59 (1.09%)	28 (1.25%)	1.40 (92.73%)	59 (1.10%)	2.11	00:01:32
10. Iowa	14 (0.94%)	14 (1.10%)	14 (0.26%)	14 (0.62%)	1.00 (66.24%)	14 (0.26%)	1.00	00:00:00

Rows 1 - 10 of 68

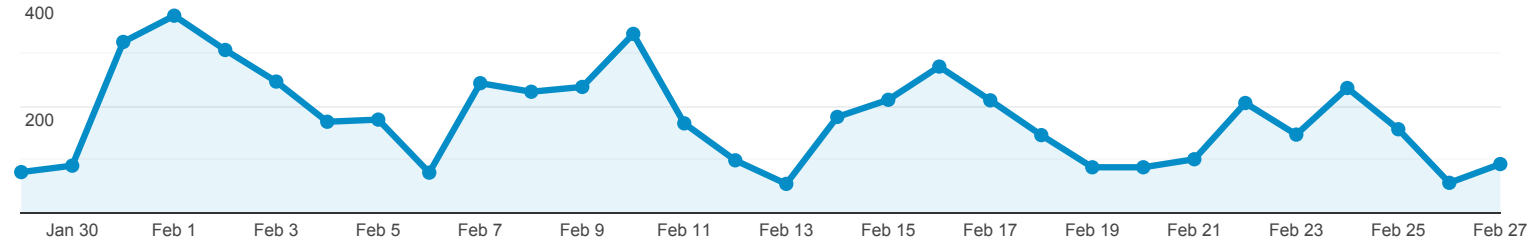
RMCS D Website Stats

Jan 29, 2022 - Feb 27, 2022

All Users
100.00% Users

RMCS D Pages

Pageviews



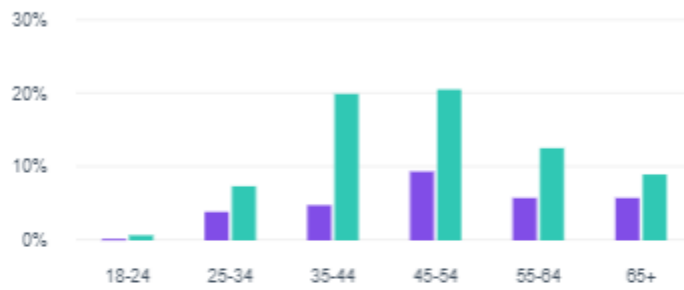
Destination Page	Pageviews	Unique Pageviews	Avg. Time on Page
	5,380 % of Total: 100.00% (5,380)	4,331 % of Total: 100.00% (4,331)	00:01:21 Avg for View: 00:01:21 (0.00%)
1. /	1,680 (31.23%)	1,309 (30.22%)	00:00:46
2. /how-to-pay-my-bill	315 (5.86%)	220 (5.08%)	00:01:46
3. /employment-opportunities	292 (5.43%)	242 (5.59%)	00:02:10
4. /annual-tax-worksheets	157 (2.92%)	121 (2.79%)	00:02:56
5. /district-office-and-phone-numbers	133 (2.47%)	107 (2.47%)	00:02:59
6. /salary-schedules	114 (2.12%)	94 (2.17%)	00:01:47
7. /2022-committee-meetings	113 (2.10%)	62 (1.43%)	00:00:10
8. /board-of-directors	112 (2.08%)	78 (1.80%)	00:02:22
9. /development-projects	96 (1.78%)	76 (1.75%)	00:00:44
10. /contact-security	91 (1.69%)	79 (1.82%)	00:05:45

Rows 1 - 10 of 236

Audience

Age and Gender

Men 29.60%
Women 70.40%



Location

Cities

Countries

Rancho Murieta, CA	229
Sacramento, CA	14
Wilton, CA	10
Elk Grove, CA	7
Sloughhouse, CA	6

[See more](#)

	Initiative	Status	Short Description	Start Date	Completion Date
1.	District GIS System	Initial installtion completed	We have purchased a license with CalCAD. This company provides GIS Services for Special Districts throughout California. Our initial installation included the mapping for the water delivery system, locations of water meters, locations and identifcaiton of fire hydrants, valves and other water related equipment. We are currently working on layers for sewer, drainage, and Security check points. As future needs arrise, we will work with the developer to add. We chose CalCAD over building our own system because the expertise required to maintain this type of program is not sustainable for our size of company.	8/1/2021	Planned to address with Board in March or April 2022
2.	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	Summer 2022
3.	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	Summer 2022
4.	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	Summer 2022
5.	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	Summer 2022

	Initiative	Status	Short Description	Start Date	Completion Date
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.	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
8.	Cyber Security	Ongoing	We are contracted with WECybr Inc., an Idaho-based Cyber Security company with roots in the Sacramento region, as a 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	Ongoing
9.	Establish a process to post District messages to NextDoor	Completed	The District has a working agreement with the Sacramento County Public Information Office that allows us to post onto NextDoor. This agreement is basic at this time. 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). These counts were updated in the Spring of 2021	Fall 2020	Ongoing

RMCS D FIELD OPERATIONS TECHNOLOGY PROJECTS

2/24/2022

	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 says they are 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. I have yet to meet with the vendor mentioned. My comments thus far would be that I have had good experience with Asset Management based systems that are tied directly with GIS mapping/data base layers as a one-stop shop. I would like to make the suggestion that we integrate our work order/asset management system into our fledgling GIS system. Perhaps the current GIS vendor has that capability or we can find a vendor that can interface to our GIS system. When I left my District we had a combination GIS/asset management system where field ops had tablets to interface with GIS and record repairs/maintenance in the field. I will request that that my previous vendor pay us a visit and discuss what it would take to provide the MMS system and how that could integrate with our GIS. We are in the process of interviewing CMMS providers and will be budgeting for CMMS system that is GIS compatible in the FY 22-23 Budget.

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 a bidding process. I would like to take a look at being able to track not only complaints/issues but also repairs (costs) via GIS, I believe we could tie those in to the GIS system and make that information query-able by address or tax lot. We have addressed this with our GIS vendor and will receive a quote to integrate Tyler database.
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Proposed:

1.	Network District facilities	Proposing	The goal of this would be to 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. I will have to get a better understanding of what we have now for facility comms. I do agree that we will absolutely need reliable and redundant communications between our infrastructure. I am inviting Cascade Integration (SCADA integrator) to meet with us regarding our SCADA system reliability. We have met with a SCADA integrator and there are several existing issues that we will need to resolve prior to centralizing the SCADA system. We will identify those issues and budget work to correct the current SCADA issues and then take a look at increasing centralization.
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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.	On Hold		As long as wireless continues as a stable form of communication, the conduit and wire pull may not be needed. No update
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	TBD	Considering wireless systems for connectivity of liftstation. Also followed up with Greenfield Communications and waiting on reply. No update, other than Main Lift North will be getting a new comm line in March of 22
4.	Pump Stations	Research in process	Would start with getting connectivity - possibly through Greenfield fiberoptic system or ATT phone lines.	Winter 2019-2020		Same as above
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 complete and integrated. Additional Reclamation plant chemical feed systems being tied-in as part of chlorine gas to bleach conversion project. Bleach conversion project on hold, no other update. Same conversations will be discussed with SCADA consultant.
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. I will need to get a good justification from staff on the size and scope of the desired changes. Also will fold in recommendations from Cascade Integration, if any. This is on hold, will discuss need with staff

7.	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	if not needed by legal requirement, we should be able to track by hand read staff gauge as reservoirs do not gain or drop in level fast enough to warrant? To discuss with staff. On Hold
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	6B sewer lift station panel updated. Others like 3B, 6A would be updated with development. Have met with staff and toured lift stations. Creating a memorandum of deficiencies, costs to correct deficiencies and schedule of when to correct. Will present this to the Board.