



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

August 1, 2019 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**
- 2. Comments from the Public**
- 3. Update on Resolved Items**
- 4. Public Meeting Streaming Project Update**
- 5. Review Communication Plan**
- 6. Directors & Staff Comments/Suggestions [no action]**
- 7. 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 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.

Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is July 26, 2019. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

COMMUNICATION OUTREACH PROCEDURES

1. RMCS D Public Notices

- a. RMCS D Website (District Secretary, General Manager, Dir. of Admin)
 - i. Banner Updates at top
 - ii. Rotating Slideshow
 - iii. Pinned topical info boxes below slideshow
- b. RMCS D Facebook (District Secretary)
- c. Email blast (Mail Chimp)
- d. Texts
- e. RM.COM forums posting
 - i. Registered RMCS D staff
 1. Security Chief
 2. Operations Director
 3. District Secretary
 4. General Manager
- f. Hardcopy/Physical
 - i. MVA Clubhouse Bulletin Board
 - ii. RMA Admin Offices Bulletin Board
 - iii. Less immediate updates via Pipeline newsletter
 - iv. Banners
 - v. Other?
- g. RMCS D Phone Message/tree with info about concern
 - i. Researching capability of current system
- h. Other?
 - i. RMA GM via email
 - ii. MVA GM via email
 - iii. RMA Website (Request Permission)
 - iv. RMA new electronic message board? (Request Permission)
 - v. RMA physical large information boards
- i. Reminders for all communications to regularly check RMCS D Website or to call District offices for updated information or concerns.

2. RMCS D STAFF NOTIFICATION

- a. Notification of ALL or SELECTED RMCS D staff depending on issue

3. EXTERNAL POSTINGS

- a. Too much posting on private external sites will:
 - i. Increase staff effort that could be directed usefully elsewhere,
 - ii. Undermine efforts to educate the public to go directly to RMCS D website or call RMCS D when issues arise.

1. Our goal should be to condition the public to seek official information directly from RMCSO.

4. RMCSO BOARD NOTIFICATION

- a. GM Keep Board Notified via Emails
- b. Calls if critical timely situation

5. LONG-TERM MESSAGING/EDUCATION

- a. Refrigerator magnets with who to call
- b. Pipeline reminders

6. AFTER ACTION REVIEW

- a. What could we have done better next time?

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