



## RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 Jackson Road, Rancho Murieta, CA 95683

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### COMMUNICATION & TECHNOLOGY COMMITTEE

*(Directors John Merchant and Linda Butler)*

Regular Meeting

November 7, 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. **Review Purchase of Magnetic Signs**
4. **Discuss Cal Waste Recycling Outreach Program**
5. **Communicating with Rate Payers**
6. **Directors & Staff Comments/Suggestions [no action]**
7. **Adjournment**

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

## MEMORANDUM

Date: November 6, 2019  
To: Communication & Technology Committee  
From: Mark Martin, General Manager  
Subject: Communicating with Ratepayers

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### RECOMMENDED ACTION

Review and discuss Director Butlers feedback on communicating with ratepayers.

### BACKGROUND

In prior committee meetings, we have discussed how to properly log and track follow-up to customer issues. Director Butler has provided some thoughts on approach. Attached are her thoughts as a starting point on how the District could approach the matter.

Ideally, the District should investigate systems that help electronically track and trigger reminders for interactions requiring customer resolution. Customer relations management systems (CRMS) are one way to accomplish this.

The framework for providing better tracking on responses to and resolution of customer concerns involves all aspects of RMCS D customer services including Operations, Security and Administration.

## **Communication Committee-Nov. 7,2019- Discussion Topic**

**Topic-Communicating with the Community – 3 Examples of Situations that have or could occur in the community that require interaction with residents. This is just the obvious, more can be identified.**

**Situation 1. Unexpected or emergency situation involving 1-5 residents**

**Situation 2. Unexpected or emergency situations involving over 5 residences or the whole community.**

**Situation 3.- Planned projects involving 1household, a section of households, or the whole community. Initiated by RMCS D.**

**Below is a brief outline of one situation and a possible template for action:**

**Unexpected or emergency situation involving 1-5 residences -eg flooding at residence:**

- a. Log in information- who, when, what, response, responders, contact information.
- b. Follow-up –investigation, determination of responsibility, resolution with the resident(s).
- c. Closure of incident –agreement between or among residents involved. Document and signatures.

In addition some time frames need to be assigned to each area.

As much as many of these situations involve policy, engineering and investigation one of the single most important parts of these situations is CUSTOMER SERVICE. For all involved in dealing with the residents there needs to be TRAINING and FLOW Chart of responsibility.