



## 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

September 3, 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/88631160041>, entering Meeting ID no. 886 3116 0041, and using the audio on your computer, or (2) dialing into 1-669-900-9128 and entering the meeting code 886 3116 0041. 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. Follow Up on Theft and Vandalism
5. Discuss Employee Badges
6. COVID-19 Communication Plan
7. Update on Reservoir Information and Education Committee (RIEC)
8. Directors & Staff Comments/Suggestions [no action]
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 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](mailto:awilder@rmcsd.com). Requests must be made as soon as possible.

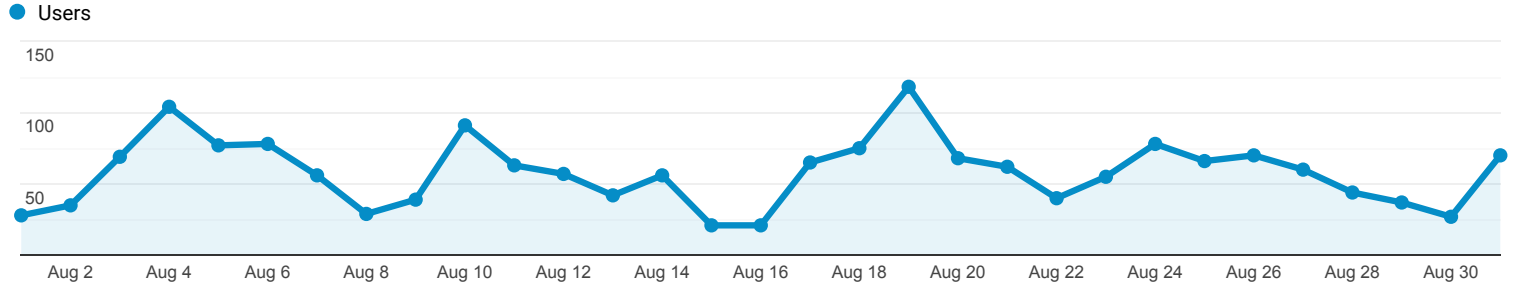
Note: This agenda is posted pursuant to the provisions of the Government Code commencing at Section 54950. The date of this posting is August 28, 2020. Posting locations are: 1) District Office; 2) Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

RMCS D Website Stats

Aug 1, 2020 - Aug 31, 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
	<b>1,330</b> % of Total: 100.00% (1,330)	<b>1,123</b> % of Total: 100.00% (1,123)	<b>5,702</b> % of Total: 100.00% (5,702)	<b>2,183</b> % of Total: 100.00% (2,183)	<b>1.64</b> % of Total: 100.00% (1.64)	<b>5,670</b> % of Total: 100.00% (5,670)	<b>2.60</b> Avg for View: 2.60 (0.00%)	<b>00:02:44</b> Avg for View: 00:02:44 (0.00%)
1. California	<b>1,085</b> (81.21%)	884 (78.72%)	5,302 (92.98%)	1,917 (87.81%)	1.77 (108.13%)	5,272 (92.98%)	2.75	00:03:00
2. (not set)	<b>33</b> (2.47%)	31 (2.76%)	35 (0.61%)	33 (1.51%)	1.00 (61.20%)	35 (0.62%)	1.06	00:00:04
3. Virginia	<b>33</b> (2.47%)	33 (2.94%)	34 (0.60%)	33 (1.51%)	1.00 (61.20%)	34 (0.60%)	1.03	00:00:16
4. Georgia	<b>21</b> (1.57%)	21 (1.87%)	35 (0.61%)	22 (1.01%)	1.05 (64.11%)	34 (0.60%)	1.55	00:01:51
5. Texas	<b>18</b> (1.35%)	17 (1.51%)	40 (0.70%)	22 (1.01%)	1.22 (74.80%)	40 (0.71%)	1.82	00:02:22
6. Kansas	<b>15</b> (1.12%)	15 (1.34%)	24 (0.42%)	16 (0.73%)	1.07 (65.28%)	24 (0.42%)	1.50	00:00:23
7. Illinois	<b>13</b> (0.97%)	13 (1.16%)	14 (0.25%)	13 (0.60%)	1.00 (61.20%)	14 (0.25%)	1.08	00:00:04
8. Wyoming	<b>13</b> (0.97%)	13 (1.16%)	14 (0.25%)	13 (0.60%)	1.00 (61.20%)	14 (0.25%)	1.08	<00:00:01
9. Arizona	<b>11</b> (0.82%)	10 (0.89%)	26 (0.46%)	11 (0.50%)	1.00 (61.20%)	26 (0.46%)	2.36	00:02:58
10. Washington	<b>9</b> (0.67%)	9 (0.80%)	9 (0.16%)	9 (0.41%)	1.00 (61.20%)	9 (0.16%)	1.00	00:00:00

Rows 1 - 10 of 50

Pages ✓

Aug 2, 2020 - Aug 31, 2020

All Users  
100.00% Pageviews

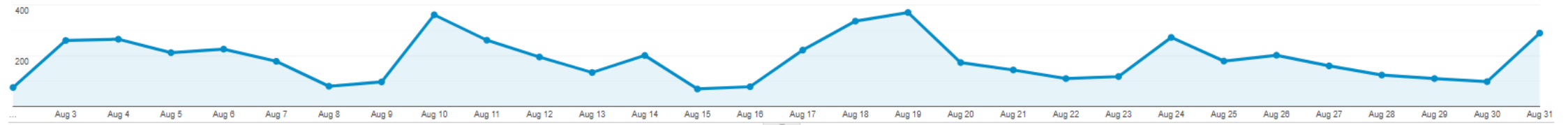
+ Add Segment

Explorer Navigation Summary

Pageviews vs. Select a metric

Day Week Month

Pageviews



Primary Dimension: Page Page Title Other

Plot Rows Secondary dimension Sort Type: Default

advanced

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	5,599 % of Total: 100.00% (5,599)	4,414 % of Total: 100.00% (4,414)	00:01:43 Avg for View: 00:01:43 (0.00%)	2,152 % of Total: 100.00% (2,152)	45.26% Avg for View: 45.26% (0.00%)	38.44% Avg for View: 38.44% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	1,554 (27.75%)	1,174 (26.60%)	00:01:15	1,101 (51.16%)	27.70%	28.96%	\$0.00 (0.00%)
2. /how-to-pay-my-bill	319 (5.70%)	205 (4.64%)	00:02:22	65 (3.02%)	47.69%	46.08%	\$0.00 (0.00%)
3. /employment-opportunities	237 (4.23%)	184 (4.17%)	00:00:36	91 (4.23%)	60.44%	44.30%	\$0.00 (0.00%)
4. /2020-board-meetings	203 (3.63%)	164 (3.72%)	00:03:47	31 (1.44%)	80.65%	53.20%	\$0.00 (0.00%)
5. /2020-committee-meetings	179 (3.20%)	133 (3.01%)	00:04:09	35 (1.63%)	68.57%	48.60%	\$0.00 (0.00%)
6. /district-office-and-phone-numbers	152 (2.71%)	127 (2.88%)	00:01:43	27 (1.25%)	74.07%	55.92%	\$0.00 (0.00%)
7. /board-meeting-archive	148 (2.64%)	109 (2.47%)	00:00:14	31 (1.44%)	12.90%	7.43%	\$0.00 (0.00%)
8. /development-projects	113 (2.02%)	83 (1.88%)	00:03:48	42 (1.95%)	54.76%	39.82%	\$0.00 (0.00%)
9. /quick-links-security-log	111 (1.98%)	89 (2.02%)	00:03:48	24 (1.12%)	70.83%	56.76%	\$0.00 (0.00%)
10. /board-of-directors	91 (1.63%)	72 (1.63%)	00:01:01	13 (0.60%)	53.85%	28.57%	\$0.00 (0.00%)

Show rows: 10 Go to: 1 1 - 10 of 247

This report was generated on 9/1/20 at 4:28:02 PM - Refresh Report

Results from Aug 4, 2020 - Aug 31, 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 4 - August 31

1

Total Actions on Page ▲ 100%



### Page Views

August 4 - August 31

71

Total Page Views ▼ 38%



### Page Previews

August 4 - August 31

5

Page Previews ▲ 150%



### Page Likes

August 4 - August 31

4

Page Likes ▼ 64%



### Post Reach

August 4 - August 31

539

People Reached ▼ 38%



### Story Reach

August 4 - August 31

#### Get Story Insights

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

[Learn More](#)

### Recommendations

August 4 - August 31



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

### Post Engagement

August 4 - August 31

192

Post Engagement ▼ 66%



### Videos

August 4 - August 31



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

### Page Followers

August 4 - August 31

4

Page Followers ▼ 64%



### Orders

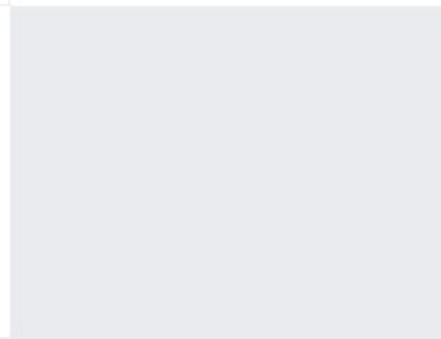
August 4 - August 31

0

Number of Orders ▲ 0%

0

Earnings from Orders ▲ 0%



## MEMORANDUM

Date: August 26, 2020  
To: Communications & Technology Committee  
From: Amelia Wilder, District Secretary  
Subject: Reopening Communication Guidelines for COVID-19

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### **PURPOSE:**

The purpose of the re-opening guidelines and procedures is to provide direction on safety protocols in the workplace as a response to the COVID-19 pandemic. As we reopen the district, we face the risk of contracting COVID-19 from the public, however following these guidelines can prevent most if not all spreading of COVID-19 throughout the office. Employees are expected to adhere to these procedures and guidelines to protect themselves from spreading or contracting the virus.

These protocols are based upon the statewide plan that the governor set in place to help each individual company or organization open back up to the public in a preventative way.

### **To Train Employees on:**

- Policies to reduce the spread of COVID-19
- General hygiene
- Symptoms and what to do if sick
- Cleaning and disinfection
- Cloth face covers/masks
- Social distancing
- Use of PPE (personal protective equipment)
- Safe work practices

### **Safety Protocol:**

To ensure a safe work environment and prevent the spread of COVID-19, all employees are directed to practice daily disinfecting, wear personal protective equipment and/or facial masks as provided for in this procedures and guidelines, and practice social distancing. It will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus. Below are the guidelines that all employees are expected to adhere to.

### **Safety in the Workplace:**

#### **1. Disinfecting the workplace:**

- Installation of plexiglass “Sneeze” Guards in the lobby
  - This is a preventative measure to protect the employee inside the lobby from persons outside that enter
  - This sneeze guard is to be cleaned at least once a day
- Installation of Sanitizer stations throughout the office and lobby
  - These sanitizer stations should be used by the staff frequently
  - All those entering the building should use the sanitizer station provided to them within the lobby
- Wipe down touchable surfaces three times a day

- Wearing gloves and a mask wipe down all countertops, door handles, touch screens, etc. up to three times a day
  - Wipe down items commonly used as well such as refrigerators, microwaves, coffee machines, etc.
- Using approved cleaning wipes and sprays
- Encourage employees to individually wipe down their private workstations daily
  - Removing items on desk and spraying/wiping down with disinfectant daily will help stop the spread of COVID-19 within your work space

## **2. Facial Masks**

- Facial masks are to be worn in all common areas and while speaking with other staff
- All those who enter the building from outside must be required to have a facial mask covering
  - Signs have been posted at both entry ways stating this requirement
- There are spare facial masks in the copy room as well as in the front lobby for those who do not have a mask a need a single use one
- Facial masks should:
  - Fit snugly, but comfortably against the side of the face
  - Cover mouth and nose
  - Be secured with ties or ear loops
  - Allow for breathing without restriction
  - Include multiple layers of fabric (for cloth masks)
  - Kept laundered/machine dried (for cloth masks)

## **3. Monitoring Health**

- Encourage employee “self-care” at home and in the office
  - If an employee or an immediate family member is experiencing any of these symptoms listed, encourage the employee to stay home and seek medical attention if symptoms worsen
  - Symptoms include:
    - Cough
    - Shortness of breath
    - Fever
    - Chills
    - Muscle pain
    - Sore throat
    - New loss of taste or smell
  - Encourage employees to wash hands for at least 20 seconds or use the sanitizer stations frequently throughout the day
    - Cover your mouth and nose with a tissue when you cough or sneeze, throw used tissues in the trash, if you don’t have a tissue, cough or sneeze into your elbow, not your hands, immediately wash or disinfect your hands afterwards
    - Avoid touching eyes, mouth, and nose
- When necessary, employees are to take their temperature before they enter the building
  - Hold it for 3 seconds close to the forehead of the individual, if they read a temperature of over 100.4 degrees send them home immediately
  - Keep the temperatures of each individual employee confidential
- Have a plan in place if an employee does get sick

- Contact the local health authorities and inform them of the contact who is ill and contact trace the individual to see who may have been exposed to the individual
- Inform employees of their possible exposure to COVID-19, but remain confidential
- If an employee gets sick/has symptoms listed above while in the office, send them home immediately
  - A sick/exposed employee should stay at home until all symptoms are gone and they have not had a fever for three consecutive days (without medical aid)
  - Employees can still come to work if another employee is being tested for COVID-19, however employees must remain away from the area exposed for at least 24 hours, while the area may be disinfected

#### 4. **Social Distancing**

- Encourage employees to social distance from each other which is always staying at least six feet apart from each other
- Avoid lingering in the common areas which include:
  - Walking in a hallway
  - Going into breakroom
  - Going to the restroom
  - Going into the copy room
- If you must speak to another individual that you cannot be six feet apart from you are required to be wearing a mask
- Do not shake hands or engage in any unnecessary physical contact with others

#### 5. **Shared Spaces**

- Allow only one customer in the lobby at a time
  - Create a sign for the door that states “only one person allowed in the lobby at any time, all others please form a line and wait until the individual has left the lobby”
  - Provide tape or other markings on the ground that are six feet apart so those who must wait in line can socially distance themselves
  - As an individual enters, they are required to sanitize their hands before touching any surfaces.
- No more than 10 individuals in any space at any time