

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

15160 JACKSON ROAD
RANCHO MURIETA, CALIFORNIA 95683



BOARD GOAL WORKSHOP

January 16, 2017 at 1:00 p.m.

NOTICE IS HEREBY GIVEN that the Board of Directors of the Rancho Murieta Community Services District will hold a Special Meeting on January 16, 2017 at 1:00 p.m., at the Rancho Murieta Community Services District Board Room at 15160 Jackson Road, Rancho Murieta, California.

AGENDA

1. **CALL TO ORDER, ROLL CALL** - Determination of Quorum - President Pecotich **(Roll Call)** 1:00
2. **ADOPT AGENDA** **(Motion)**
3. **COMMENTS FROM THE PUBLIC**
*For this Special Meeting, members of the public may **ONLY** comment on items specifically agendized. Members of the public wishing to address a specific agendized item are encouraged to offer their public comment during consideration of that item. With certain exceptions, the Board may not discuss or take action on items that are not on the agenda.*

If you wish to address the Board at the time of the agendized item, as a courtesy, please state your name and address, and reserve your comments to no more than 3 minutes so that others may be allowed to speak. (5 min.)
4. **GOAL PLANNING** *(Discussion)*
 - 4th Quarter Update of 2016 Goals *(10 min.)*
 - Identify New Goals *(60 min.)*
5. **DIRECTOR COMMENTS/SUGGESTIONS**
6. **ADJOURNMENT** **(Motion)**

"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."

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting, please contact the District Office at 916-354-3700 or fax 916-354-2082. Requests must be made as soon as possible and at least two (2) full business days before the start 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 January 12, 2017. Posting locations are: 1) District Office; 2) Rancho Murieta Post Office; 3) Rancho Murieta Association; 4) Murieta Village Association.

BOARD GOALS 2016
12/29/16 Update

Color Key: **Goal** Objective Update

| GOAL | District Goal | Start Date | Due Date | % Comp | Major Accomplishments | Outstanding Issues, Questions |
|-------------|---|-------------------|-----------------|-----------------|---|--|
| #1 | Ensure District maintains a focus on future vision for successful delivery of services to the Rancho Murieta community | | | | | |
| | a. Update the 2011 Strategic Plan by January 1, 2017 | 2015 Carry-over | 1/1/17 | | | Current Strategic Plan being reviewed; formulating ideas/suggestions for update; carry-over to 2017 |
| #2 | Successfully manage water supply to meet the Rancho Murieta community needs. | | | | | |
| | a. Complete water Treatment Plant Expansion Project and bring plant operational no later than March 1, 2016 | 2015 Carry-over | 3/1/16 | 100% 4/11/16 | Plant construction substantially complete – pending 30 day test period; DDW inspection 1/11/16; Test Period commenced 2/4/16; completed 4/11/16; WTP brought on-line 4/11/16 | |
| | b. Complete Augmentation Well Project before grant performance period ends, anticipated to be extended to June 2017 | 2015 Carry-over | 6/1/16 | 30% | Test wells drilled RWA working with DWR for 1 yr extension; DWR extended grant through December 2017 | 2 nd bid release in February 2015, did not attract any bidders; Release of RFP pending Right of Entry Agreements; Project pending outcome of WSA fee study; carry-over to 2017 |
| | c. Closely monitor number of connections as we near qualifying as an Urban Water Supplier (3,000 connections) in the next few years to ensure Urban Water Management Plan is prepared and submitted timely. | 2015 Carry-over | On-going | | # of connections as of December 30, 2016: Commercial 87 CSD 16 Residential <u>2,534</u> Total 2,637 | |
| | d. Develop plan for submitting water right permit request to extend beyond December 2020 | | 12/31/16 | 100% | | Plan is to submit water right permit extension by end of 2017; Dick Shanahan will assist in the process; recommend adding submittal of water right permit extension to the 2017 goals with a due date of 12/31/17 |

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|-------------|--|-------------------|-----------------|---------------|--|--|
| #3 | Successfully manage recycled water supply to comply with Master Reclamation Permit and State regulations regarding use of reclaimed water. | | | | | |
| | a. Develop facility update/expansion schedule and plan accordingly; leveraging existing recycled water system. This task is currently part of Phase 1 projects submitted to Board of Reclamation for WaterSMART grant funds. | 2015 Carry-over | On-going | 40% | Master Reclamation Permit rec'd 12/14; Working with AECOM and developers to re-evaluate phases identified in the Title XVI Feasibility Study; application for WaterSMART 2016 funding submitted; received notice that WaterSMART grant application not awarded | Pre-design report proposal from Kennedy/Jenks approved by Board on May 18, 2016; estimated schedule is 6 months First draft of pre-design report under staff review; workshop on January 31st for board update on recycled water program and pre-design report; continue goal into 2017 |
| | b. Finalize agreement with Rancho Murieta Country Club and the property owners regarding raw and reclaimed water use and need by December 31, 2016. | 2015 Carry-over | 12/31/16 | 10% | Meeting between RMCC and CSD held on 3/24/16 to discuss reclaimed water | Impact of potential RMCC sale; meeting on 12/6/16 with Bob Husband and Bill Armstrong to introduce Mr. Husband to the CSD and general discussion on water/recycled water; Sale of RMCC in final stages with anticipated close at the end of January 2017 |
| | c. Develop process/ procedure for recycled water permit issuance | 2015 Carry-over | 1/1/17 | 30% | Paul created "User Reclamation Plan" for recycled water users and has coordinated partnership with EID for landscape contractor orientation; Paul and Ron attended training at EID | Recycled Water System Implementation Process (Task 5 in AECOM 8/3/15 proposal); recommend carry-over into 2017/2018 as it is premature to finalize the recycled water permit issue process at this time; however, a good foundation and starting point is in place |
| | d. Evaluate alternative methods of using reclaimed water such as indirect potable reuse | 2015 Carry-over | 3/31/16 | 100% | IPR letter completed | |

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| #4 | Manage aging infrastructure to ensure on-going provision of services to the Rancho Murieta community | | | | | |
| | a. Prepare 5-year Capital Replacement Plan (water, sewer, drainage, security, and administration) based on 2015 Reserve Study, by May 15, 2016 | 2015 Carry-over | 5/15/16 | 60% | | Compiling assets for 5 year plan; will include the 5 year Capital Replacement Plan in the 2017/2018 budget planning cycle |
| | b. Update long-term plan for infrastructure (water, sewer, drainage) inspection, repair or replacement. | | 12/31/16 | | | WTP project was priority for staff during 2016; recommend carry-over to 2017 |
| #5 | Effectively Manage District Finances | | | | | |
| | a. Achieve cost savings through the completion of the solar power arrays at the Wastewater Treatment Plant by December 31, 2016 | | 12/31/16 | 75% | IS/MND completed; Swainson Hawk and Nesting Bird surveys completed; SMUD approval for WTP received | WWTP solar array construction near completion – SMUD upgrades pending but in progress; Sac County is requiring an easement between the 2 WTP parcels – researching best approach (easement or BLA) |
| | b. Seek cost savings through efficiencies gained by shared services and other opportunities with other agencies. | | 12/31/16 | 100% | Shared gas tank/fueling system with RMA evaluated – with Federal and state tax rebates received by CSD it is more economical to purchase through Country Store | Researching availability of gas tax refund for CSD if gasoline purchased through shared fueling station; working on cost of upgrades to RMA fueling area for card reader system; when fuel sharing was looked into in 2011 the estimated upgrade to a card reader system was \$4 - \$6k, also concerns were raised by RMA about the District's fueling needs as their gas tank only has a 100 gallon capacity. |

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| | c. Review 2009 Ad Hoc Governance Committee report for shared service opportunities with RMA and RMCC that have not yet been implemented. | | 12/31/16 | 100% 10/31/16 | Governance report reviewed. No additional shared service opportunities found in report | |
| | d. Increase participation in electronic billing service by 20% before 12/31/16 | | 12/31/16 | 100% 8/31/16 | E-bill service participation increased by over 20%; at Dec 2016 there are 202 accounts on e-bill service - a 122% increase from Dec 2015, which had 91 active | |
| | e. Formalize Security Impact Fee Policy by April 30, 2016 | | 4/30/16 | 100% 9/21/16 | Met for preliminary policy discussion with John Sullivan, Greg Remson and Darlene Gillum on 4/4/16 Security Impact Fee Policy adopted by Board of Directors Sept 21, 2016 | Plan to take policy draft to Security Committee in August |
| | f. Complete recycled water rate study by December 31, 2016 | 2015 Carry-over | 12/31/16 | | | Rate study can't be undertaken until costs of recycled water program identified; recommend carry-over to 2017/2018 |
| | g. Investigate Security Tax Initiative for increase cap on Security Tax escalation for November 2016 General Election Ballots. | 2015 Carry-over | 5/31/16 | 100% 8/31/16 | | General discussions held – current thought is when/if a new initiative is pursued it is better to conduct during off year elections; continue evaluation for possible study to be conducted in 17/18 fiscal year |
| | h. Address RMA financial obligation for water permit fees and related charges | | 12/31/16 | | | Bring plan/information forward to board in December 2016; pending outcome of WSA fee study; recommend carry-over to 2017 |

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| #6 | Provide Security Services to the community at a level that meets community needs and expectations | | | | | |
| | a. Develop long term Security Master Plan by Dec 31, 2016 to address how to effectively provide security services as the Rancho Murieta community grows in development of residential and commercial properties. | 2015 Carry-over | 12/31/16 | 50% | Chief Wagner released RFP on November 1, 2016; responses due 11/16/16; Contract award to Burns & McDonnell pending contract language negotiation | Plan to engage new Security Chief in the process of RFP preparation and selecting consulting firm for study; Final report from consultant expected for March 2017 board meeting |
| | a-1 Evaluate strategy to improve/change public perception of Security to a positive experience. | | 12/31/16 | 75% | Chief Wagner working with Security staff on improving engagement with residents | Will engage new Security Chief for input/ideas; recommend carry-over to 2017 for further engagement by Chief Wagner |
| | b. Complete Security Surveillance Camera Policy by May 31, 2016 | | 5/31/16 | | Policy to be developed after consulting engagement completed (target May 2017 for completion) | Will engage new Security Chief in the process, which will also be included in the RFP for Security Master Plan; recommend carry-over to 2017 |
| | c. Formulate plan for use and operation of Escuela Gate, both long term and short term, with RMA by July 1, 2016 | | 7/1/16 | 100% 10/11/16 | Chief Remson and Darlene Gillum met with RMA GM, Greg Vorster, on 1/12/16 to discuss planned use of Escuela Gate. RMA board proposing a passive gate with 4 gate arms, 2 license plate readers, and 2 intercoms; open for 12 hours during daytime. | CSD and RMA considering town hall meeting format, Darlene provided rough cost estimate for a single gate operation to RMA on 4/14/16; Stonehouse Road improvements scheduled for construction in Sept 2016 RMA has not developed plan for operation of Escuela gate at this time and doesn't envision developing use of the gate for some time |

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| #7 | Provide solid waste services to the community at a level that meets community needs and expectations | | | | | |
| | a. Research providing commercial solid waste collection and disposal services through contract with California Waste Recovery Systems by May 31, 2016 | 2015 Carry-over | 5/31/16 | 100% 2/12/16 | Initial contact made with CWRS - next step is to conduct rate comparison Telecon with Jack Fiori on 2/12/16 confirmed that CWRS is already in contact with RM commercial entities | |
| | b. Research and evaluate feasibility of organic waste/compost project by July 1, 2016. | | 7/1/16 | 100% 11/4/16 | Jack Fiori will present update to Board with annual diversion report in April. RM does not currently have enough food waste to implement a collection program. | Meeting with Jack Fiori, Mike Martel and me to discuss RM potential is pending; Director Martel has had initial meetings/conversations with CWRS |
| #8 | Effectively monitor and manage development impacts to the provision of District services | | | | | |
| | a. Successfully complete the Operating Agreement regarding the Parks Committee and each entity's role and responsibility by March 31, 2016 | 2015 Carry-over | 3/31/16 | 50% | Draft Operating Guidelines prepared 1/27/16; RMA comments received 4/12/16 | Draft presented to Park Committee on November 1; John Sullivan reviewing and to provide comments; target date for developer comments is by end of January 2017 (target set at Parks Committee meeting on 12/28/16) |
| | b. Monitor and participate in the County planning process for the Rancho Murieta North proposed development projects representing and protecting the District's interests and responsibilities. | | On-going | | Stakeholder meetings organized by County Planning; Stakeholder meetings completed | |
| | c. Keep community informed of the planning process as it relates to the Rancho Murieta North proposed development and District involvement | | On-going | | Stakeholder meetings opened to media and observers | |

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| #9 | Maintain community relationships by effective communication and responding to the needs of the community | | | | | |
| | a. Conduct community outreach events on various District services throughout the year (target quarterly but no less than semi-annual events) | | 12/31/16 | | | Town hall meetings planned for January 2017 for community to meet Chief Wagner and discuss security issues and concerns |
| | b. Address community concerns of midge fly nuisance (especially around Laguna Joaquin) before next hatching season (May 1, 2016) | | 5/1/16 | 100% 10/25/16 | Midge Fly adhoc committee formed by RMA, Betty F. and Paul S. appointed to committee on 2/17; Committee meets bi-weekly and has a draft flyer prepared for distribution; Purchased granular BTI in June 2016 | Final adhoc committee meeting held in October |
| | c. Water Treatment Plant Expansion Project publicity event/ announcement in March or April 2016 | | 4/30/16 | 100% 6/2/16 | Draft memo of plans/ideas sent to Board on 2/12/16. Event tentatively scheduled for June 2; Conference call with Elmet's Communications on 4/18/16; plans to mail event invitations in early May; Ribbon Cutting Ceremony held June 2 | |
| | d. Publish information regarding Augmentation Well Project purpose and plans by Feb 28 th | | 2/28/16 | 100% 4/7/16 | FAQs published to the District web site 4/7/16 | |
| | e. Communicate with the community in lay-person terminology (i.e., translate technical information in understandable terminology) | | On-going | | | |
| | f. Review potential of televising District Board meetings. | | 12/31/16 | 100% 9/30/16 | Channel 5 no longer available | |

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| | g. Launch new and improved District website by March 31, 2016, continue evaluation of social media use and benefit | 2015 Carry-over | 3/31/16 | 100% 2/1/16 | Suzanne attending classes and developing ideas for use at District New website launched 2/1/16 | Suzanne continues to monitor other social media opportunities; developing email mass mailing capability for district news – target of first use is December 2016; first email mass mailing pushed out to January 2017 |
| | h. Develop strategy to improve timeliness of District response to resident communications | | 12/31/16 | 100% | Committed to response within 24 hrs to a least acknowledge receipt; answer may take longer to research | |
| #10 | Foster a working environment that develops employee strengths, encourages employee growth, and makes the district a highly desired place of employment. | | | | | |
| | a. Seek out training and education opportunities for employees | | 12/31/16 | | Supervisor training for Sgt Scarzella (Feb 2016) Communication seminar for Sgt Scarzella (Feb 2016); Customer Service training conducted for all District employees (May 2016); Patrol Officers provided with Firearms training | |
| | b. Value employees' ideas and suggestions regarding District processes and procedures. Encourage employee participation to provide their ideas to mgmt | | On-going | | | |

2017 Board Goal Dialogue Sheet

| WATER/WASTE WATER/ DRAINAGE | SECURITY | SOLID WASTE | COMMUNITY RELATIONS | RMA/RMCC RELATIONS | EMPLOYEE RELATIONS | DEVELOPMENT | DISTRICT/ BOARD |
|---|---|-------------|--|---|---|--|--|
| <p>Closeout WTP Project and document the future contributions required from FSA non-participants and other adjustments and when these payments are due.</p> | <p>Establish a phased security plan (10 yr.) to include technology and personnel based on the finding of the Security study. Determine whether consideration could/ should be given to requesting adjustment to the Security Tax for a mail- in vote or whether operational support can be provided from expanded residences, including commercial.</p> | | <p>Define, clarify, confirm District's role in community recreation services.</p> | <p>Establish an operating agreement with the new owner of RMCC (and RMA) relative to reclaimed use/quantity and mutual responsibilities and to include any adjustments based on the final reuse plan (easements, ownership /maintenance changes, etc.).</p> | <p>Negotiate new contract agreement with OE-3 prior to expiration of the current.</p> | <p>Address Exhibit E trail system as part of Parks Committee in preparation for proposed map delivery to Sacramento County with development plans.</p> | <p>Thoroughly review reserve study. Develop overall best practices for approaching reserves and identify key impact items.</p> |
| <p>Formally decide the need for augmentation via wells and proceed or formally terminate, removing all well discussion from water plans.</p> | <p>Response/evacuation map.</p> | | <p>Develop and complete email communication strategy-provide residents important information regarding water use, wastewater use, solid waste pic-up, helpful conservation tips, and other valuable information to reduce costs and improve District customer service opportunities.</p> | <p>Joint Board planning.</p> | | <p>Protecting our water supply.</p> | <p>Plan for "paperless".</p> |

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|--|---|--|--------------------|--|--|--|----------------------------|
| Document a final approach for processing and distribution of reclaimed waste water and implementation schedule; determine a timeframe for additional processing and/or storage. Develop a cost recovery approach for users, both short and long term (post 2018) and add to District Code. | Engagement with Sacramento County Supervisor and SSD to address uniformed officer need relative to commercial and residential growth. | | Water plant tours? | | | | Goal for E-Statements. |
| Successfully manage drainage, flood control, SD water quality to meet community needs, consistent with drainage code. | Address bar code improvements and clarifications – streamline barcode process for residents, evaluate potential efficiencies gained by changing oversight roles between District and RMA and address resident and business access for those outside of the north and south gates. | | | | | | Increase electronic debit. |
| | Determine method for residents to email and/or text gates to request guest entry. | | | | | | Plan for data security. |
| | Long range plan. | | | | | | |
| | Funding bond issue, etc. | | | | | | |
| | SSD dialogue. | | | | | | |
| | Plan for shopping center. | | | | | | |

President Pecotich

Director Clark

Director Pasek

Director Graf

Director Merchant