

**RANCHO MURIETA COMMUNITY SERVICES DISTRICT**  
**BOARD GOAL WORKSHOP**  
**January 20, 2012 – 9:00 a.m.**

**1. CALL TO ORDER/ROLL CALL**

President Roberta Belton called the Board Goal Workshop meeting of the Board of Directors of Rancho Murieta Community Services District to order at 9:05 a.m. in the District meeting room, 15160 Jackson Road, Rancho Murieta. Directors present were Roberta Belton, Betty Ferraro, Steven Mobley, and Gerald Pasek. Also present were Edward R. Crouse, General Manager/District Engineer; Darlene Gillum, Director of Administration; Greg Remson, Security Chief; Paul Siebensohn, Director of Field Operations; and Suzanne Lindenfeld, District/Recording Secretary. Director Richard Taylor was absent.

**2. ADOPT AGENDA**

**Motion/Ferraro to adopt the agenda. Second/Pasek. Ayes: Belton, Ferraro, Mobley, and Pasek. Noes: None. Absent: Taylor.**

**3. COMMENTS FROM THE PUBLIC AND BOARD RESPONSE**

Edward Crouse commented on how nice it is with the rain finally starting.

**4. DEPARTMENT YEAR END UPDATES AND 2010-2011 PROJECTIONS**

**Administration**

Accomplishments for 2011: successfully negotiated 3 year union contract; staff attended sexual harassment training, compared providers for healthcare, participated in rebate program for toilets and washing machine, attended seminars and conferences regarding new labor laws and regulations, continued cross training staff, upgraded/replaced aging and/or broken workstations, upgraded wireless bridge between Administration Building and warehouse, successfully tested Windows 7 compatibility, water treatment plant connected to network, produced top 10% users letter, coordinated Water Wise House Call services, continued focus on customer service with staff.

Goals for 2012: expand budget planning to 2, 3 or 5 year window, evaluate water rates ratio between flat (base) fee and volumetric (usage) rate, continue evaluation of Electronic Document Management System provider solutions, look into ways of streamlining timesheet process, continue cross training of staff, issue RFP and award IT support contract, bring email server in-house, create IT Master Plan, formalize 3 year IT business/strategic plan, continue replacing aging computer equipment, wireless cloud in community, continue focus on community customers, internal customers, vendors, continue to evaluate best method to provide e-statements for customers, research on-line payment alternatives, evaluate replacement of HVAC system for Administration Building, and develop Administration Building maintenance schedule and plan.

**Security Department**

Accomplishments for 2011: purchased 800 MHz dispatch radio for South Gate, reviewed gate and patrol procedures, updated the Operations Manuals for gate and patrol operations, repaired South

Gate barcode reader, South Gate visitor lane gate operator was replaced with a spare unit, North Gate generator was replaced, implemented the WeTip anonymous crime reporting program, hired new Gate and Patrol Officers, Patrol Officers attended and assisted with community events, increased speeding and stop sign enforcement with RMA, cooperation with RMA Compliance.

Goals for 2012: continue training for both Gate and Patrol Officers, increase community outreach, continue cooperation with VIP's, in-car video cameras, complete a check of electrical at both gates, training on new ABDI, install license plate reader cameras, continue cooperation and interaction with RMA, continue working with RMA on the new North Gate, review RMA Gate Policy, update Security Strategic Plan, evaluate calls for service, and develop a 3 year budget impact report, work with PTF and other property owners on access and use.

### **Water/Wastewater/Drainage Department**

Accomplishments for 2011: replaced 1,383 MXU meter transponders, completed WWRP plant painting project, replaced drying bed pump station electrical panel, added radio relay of alarms.

Goals for 2012: consolidate District drawings, replace 6B sewer station generator, new fleet truck, AWD utility cart, sewer easement jetting equipment. Main Lift North: rehab of wet well and steel appurtenance, install 3<sup>rd</sup> pump in second wet well, plumbing, panel controls and comminutor. WWRP: repair Pond 5 embankment, Pond 1 & 2 sludge removal, slide gate valve replacement at central pond drain structure, install access ramp in Pond 1, clean drying beds, replace west DAF electrical panel, ARC flash analysis of facility electrical. CIA Ditch: repair leaking sections. WTP: replace generator and transfer switch, analysis of facility electrical, revaluation of Phase 3 & 4. WTP designs. Cantova: replace current pumps, pump connection system, and obtain a fixed back-up generator. 6B: replace the back-up generator.

Ed Crouse gave a brief summary of some issues or events that may alter the way the District does business or provides service. These include, for Security: Special Tax revenue limitations keeping up with inflation and the Security Tax appeal by Rancho Murieta Airport. For Water: Delta Plan, lower diversions, user impact fees both water and wastewater, new delta governance authority, Integrated Water Master Plan update – recycled water policy mandate to use recycled water on new development where economically prudent. Drainage: RMCC drainage maintenance needs, costs, repairs at RMCC and creation of reserve fund from fund balance. Financial: increase in costs, aging infrastructure, unforeseen rehabilitation, no new growth, OE3 negotiations, and employee cost share for PERS. Performance evaluation revisions: common core competencies, goal attainment review and focal review vs. anniversary review. Development: potential new owner of PTF lands, accelerated development, infrastructure/service negotiation, 670 Group ownership changes, new owners of Residences East and West, FSA negotiations.

President Belton suggested District Policy 2010-10 include noticing the public about positive news and information, not just respond to negative comments and to include timelines. After a short discussion, the Board agreed, by consensus, to send District Policy 2010-10 back to the Communication & Technology Committee for review.

The Board took a break at 10:22 a.m. and resumed at 10:31 a.m.

**5. GOAL PLANNING**

**Review of 2011 Board Goals**

Ed Crouse gave a brief review and status report on the 2011 Board Goals. During the review of the goals, a short Board dialogue ensued.

**Review Strategic Plan Action Items**

Ed Crouse reviewed the Strategic Plan Action Items, their intent, and status. During review of items, a short Board dialogue ensued.

**Review of 2012 Dialogue Sheet**

Each Director gave a brief summary of their item on the 2012 dialogue sheet, their intent, and desired outcome. These categories included Water/Wastewater, Security, Community Relations, RMA/RMCC Relations, Employee Relations, Development and District Board. During presentation of each goal suggestion, a short Board dialogue ensued.

After much dialogue, the following new goals were agreed to:

<b>NEW GOAL</b>
<b><i>Water/Wastewater/Drainage</i></b>
Proceed with IWMP Recommendations
<b><i>Security</i></b>
Develop plan for security camera coverage of District facilities.
<b><i>Community Relations</i></b>
Revise Policy 2010-10 to include negative and positive news/information.
<b><i>RMA/RMCC RELATIONS</i></b>
<i>Re-start Parks Committee meetings</i>

**6. COMMENTS AND SUGGESTIONS FROM BOARD MEMBERS AND STAFF**

Ed Crouse commented on the breakfast meeting today with Supervisor MacGlashan and 16 community members.

**7. ADJOURNMENT**

**Motion/Belton** to adjourn at 12:05 p.m. **Second/Mobley. Ayes: Belton, Ferraro, Mobley, Pasek.**

Respectfully submitted,

Suzanne Lindenfeld  
District Secretary