

## COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

## RAINBOW MUNICIPAL WATER DISTRICT Thursday, August 1, 2019

Communications and Customer Service Committee Meeting - Time: 3:30 p.m.

District Office 3707 Old Highway 395 Fallbrook, CA	92028
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Notice is hereby given that the Communications and Customer Service Committee will be holding a regular meeting beginning at 3:30 p.m. on Thursday, August 1, 2019.

## AGENDA

- 1. CALL TO ORDER
- 2. PLEDGE OF ALLEGIANCE
- ROLL CALL: Julie Johnson (Chair) \_\_\_\_\_ 3.

Members:

Bill Shute (Vice Chair) \_\_\_\_\_

Bill Stewart \_\_\_\_ Hayden Hamilton \_\_\_\_\_ Russell Vernon \_\_\_\_\_

Alternates: Cynthia Gray\_\_\_\_\_

- 4. SEATING OF ALTERNATES
- 5. ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2)
- 6. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)
- 7. COMMITTEE MEMBER COMMENTS
- \*8. APPROVAL OF MINUTES A. July 11, 2019
- SUBCOMMITTEE UPDATE ON COMMUNICATIONS AND CUSTOMER SERVICE 9. **COMMITTEE MISSION STATEMENT**
- 10. DISCUSS GENERIC REPONSE TO SOCIAL MEDIA POSTS
- 11. BROCHURE REVIEW
- 12. DISCUSSION AND POSSIBLE ACTION TO RECOMMEND BOARD APPROVAL OF LEGISLATIVE SUPPORT GUIDELINES

RMWD'S CORE VALUES - Integrity, Professionalism, Responsibility, Teamwork, Innovation

- 13. MEMORANDUM OF UNDERSTANDING WITH EASTERN MUNICIPAL WATER DISTRICT UPDATE
- 14. WEBSITE ANALYTICS REVIEW
- 15. DISCUSSION REGARDING PROPOSED "THE BETTER WAY" FORM
- 16. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS
  - A. Topics
  - **B.** Strategic Plan Objectives
  - C. Calendar
  - **D.** Snipes Calendar
  - E. Updates from Other Committees
  - **F.** Customer Relations
  - G. Monthly Newsletter Review
- 17. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES AND PUBLICATIONS
  - **A.** Approach to Posting Corrections to Media Stories
- 18. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- 19. ADJOURNMENT

ATTEST TO POSTING:

FOR: Carl Rindfleisch Secretary of the Board

7-29-19 @ 8:00 a.m. Date and Time of Posting Outside Display Cases