



TO PARTICIPATE IN THE MEETING VIA VIDEO OR TELECONFERENCE, GO TO <https://rainbowmwd.zoom.us/j/82688515149> OR CALL 1-669-900-6833 or 1-669-444-9171 or 1-309-205-3325 or 1-312-626-6799 or 1-564-217-2000 or 1-689-278-1000 (WEBINAR/MEETING ID: 826 8851 5149).

MEMBERS OF THE PUBLIC WISHING TO SUBMIT WRITTEN COMMENT TO THE COMMITTEE UNDER PUBLIC COMMENT OR ON A SPECIFIC AGENDA ITEM MAY SUBMIT COMMENTS TO OUR DISTRICT SECRETARY BY EMAIL AT [TQUINTANAR@RAINBOWMWD.CA.GOV](mailto:TQUINTANAR@RAINBOWMWD.CA.GOV) OR BY MAIL TO 3707 OLD HIGHWAY 395, FALLBROOK, CA 92028. ALL WRITTEN COMMENTS RECEIVED **AT LEAST ONE HOUR IN ADVANCE OF THE MEETING** WILL BE READ TO THE COMMITTEE DURING THE APPROPRIATE PORTION OF THE MEETING. THESE PUBLIC COMMENT PROCEDURES SUPERSEDE THE DISTRICT'S STANDARD PUBLIC COMMENT POLICIES AND PROCEDURES TO THE CONTRARY.

## COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

### RAINBOW MUNICIPAL WATER DISTRICT

Thursday, February 1, 2024

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

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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, February 1, 2024.

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### AGENDA

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL: Bill Shute (Chair) \_\_\_\_\_ Bill Stewart (Vice Chair) \_\_\_\_\_  
Members: Hayden Hamilton \_\_\_\_\_ Jenene Milakovich \_\_\_\_\_  
Alternate: Karleen Harp \_\_\_\_\_
4. INSTRUCTIONS TO ALLOW PUBLIC COMMENT ON AGENDA ITEMS FROM THOSE ATTENDING THIS MEETING VIA TELECONFERENCE OR VIDEO CONFERENCE

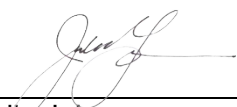
**CHAIR TO READ ALOUD** - "If at any point, anyone would like to ask a question or make a comment and have joined this meeting with their computer, they can click on the "Raise Hand" button located at the bottom of the screen. We will be alerted that they would like to speak. When called upon, please unmute the microphone and ask the question or make comments in no more than three minutes.

Those who have joined by dialing a number on their telephone, will need to press \*6 to unmute themselves and then \*9 to alert us that they would like to speak.

A slight pause will also be offered at the conclusion of each agenda item discussion to allow public members an opportunity to make comments or ask questions."

5. SEATING OF ALTERNATES
6. ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2)
7. PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes)
- \*8. APPROVAL OF MINUTES
  - A. January 4, 2024
9. GENERAL MANAGER COMMENTS
10. COMMITTEE MEMBER COMMENTS
11. CROPSWAP UPDATE
12. QUARTERLY CUSTOMER SERVICE CALL METRICS
13. CUSTOMER SERVICE SURVEY
14. STRATEGIC COMMUNICATIONS PLAN
15. COMMUNITY EVENTS UPDATE
16. NEWSLETTER CONTENT PLANNING
17. PUBLIC COMMUNICATIONS AND RELATED MEDIA STORIES
18. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
19. ADJOURNMENT

**ATTEST TO POSTING:**

  
\_\_\_\_\_  
Julie Johnson  
Secretary of the Board

1/25/2024 1:18 PM  
\_\_\_\_\_  
Date and Time of Posting  
Outside Display Cases