RAINBOW MUNICIPAL WATER DISTRICT Committed to Excellence

REVISION #1

COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT Thursday, July 11, 2019 Communications and Customer Service Committee Meeting - Time: 3:30 p.m.

District Office 3707 Old Highway 395 Fallbrook, CA 92028

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, July 11, 2019.

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

Members:Hayden Hamilton _____Bill Stewart ____Russell Vernon _____Bill Shute _____

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)

COMMITTEE ACTION ITEMS

- *7. APPROVAL OF MINUTES
 - **A.** June 6, 2019
- 8. DISCUSSION AND POSSIBLE ACTION TO APPOINT COMMITTEE VICE CHAIRPERSON
- *9. REVIEW OF RMWD CORE VALUES
- 10. GENERIC RESPONSE TO SOCIAL MEDIA POSTS
- 11. BROCHURE REVIEW
- 12. LEGISLATIVE SUPPORT EXAMPLE POLICIES

- 13. MEDIA PUBLICATIONS DISCUSSION
- 14. WEBSITE ANALYTICS
- 15. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS
 - Α. **Topics**
 - Strategic Plan Objectives B.
 - C. Calendar
 - D. **Snipes Calendar**
 - Updates from Other Committees E.
 - F. **Customer Relations**
 - G. Monthly Newsletter Review
- 16. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
- 17. COMMITTEE MEMBER COMMENTS
- 18. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- 19. ADJOURNMENT

ATTEST TO POSTING:

Carl Rindfleisch

6-19-19 @ 3:00 p.m.

Secretary of the Board

Date and Time of Posting Outside Display Cases