



**COMMUNICATIONS AND CUSTOMER
SERVICE COMMITTEE MEETING**

RAINBOW MUNICIPAL WATER DISTRICT

Thursday, May 2, 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, May 2, 2019.

AGENDA

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL: Jeanna Kirby (Chair) _____ Julie Johnson (Vice 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)

7. REVIEW OF COMMITTEE CHAIRPERSON ROLES AND RESPONSIBILITIES

COMMITTEE ACTION ITEMS

***8. APPROVAL OF MINUTES**

A. April 4, 2019

9. PHONE TREE UPDATE

10. OUTREACH FOR FLUME PROGRAM

11. WATER SERVICE UPGRADE PROGRAM UPDATE

12. POLICY LANGUAGE RELATED TO LEGISLATIVE SUPPORT

- 13. DISTRICT WEBSITE UPDATE REGARDING SITE MAP
- 14. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS
 - A. Topics
 - B. Strategic Plan Objectives
 - C. Calendar
 - D. Snipes Calendar
 - E. Updates from Other Committees
 - F. Customer Relations
- 15. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES
- 16. COMMITTEE MEMBER COMMENTS
- 17. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- 18. ADJOURNMENT

ATTEST TO POSTING:



For: Carl Rindfleisch
Secretary of the Board

4-24-19 @ 1:30 p.m.
Date and Time of Posting
Outside Display Cases
