



COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT
Tuesday, January 21, 2020
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 Tuesday, January 21, 2020.

AGENDA

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

Members:	Hayden Hamilton _____	Bill Stewart _____
	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. December 5, 2019
- 9. STRATEGIC PLAN OBJECTIVES REVIEW**
- 10. MONTHLY UPDATE ON PORTAL AND BILLING ISSUES WITH A TIMELINE TO CORRECT**
- 11. CREATING A COMPREHENSIVE COMMUNICATION POLICY AND PLAN SUBCOMMITTEE TO ASSIST WITH COORDINATION OF MATERIAL TO RMWD CUSTOMERS**
- 12. ESTABLISHMENT OF COMMITTEE MEETING DATES AND START TIMES**
- 13. DISCUSSION AND POSSIBLE ACTION TO APPOINT 2020 COMMITTEE OFFICERS**

14. PUBLIC COMMUNICATIONS AND OUTREACH ITEMS

- A. Topics
- B. Calendar
- C. Snipes Calendar
- D. Updates from Other Committees
- E. Customer Relations
- F. Monthly Newsletter Review
- G. Social Media Post Updates

15. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

16. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

17. ADJOURNMENT

ATTEST TO POSTING:



Carl Rindfleisch
Secretary of the Board

1-8-20 @ 12:15 p.m.

Date and Time of Posting
Outside Display Cases