

COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING

RAINBOW MUNICIPAL WATER DISTRICT Thursday, March 5, 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 Thursday, March 5, 2020.

AGENDA

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

Members:

Hayden Hamilton _____ Bill Stewart _____ Russell Vernon

Alternates: Cynthia Gray_____

- SEATING OF ALTERNATES 4.
- ADDITIONS/DELETIONS/AMENDMENTS TO THE AGENDA (Government Code §54954.2) 5.
- PUBLIC COMMENT RELATING TO ITEMS NOT ON THE AGENDA (Limit 3 Minutes) 6.
- 7. **COMMITTEE MEMBER COMMENTS**
- ***8. APPROVAL OF MINUTES** A. January 21, 2020
- CONSUMER CONFIDENCE REPORT ON WEBSITE AS OPPOSED TO MAILERS 9.
- **10. STRATEGIC PLAN OBJECTIVES REVIEW**
- 11. WSUP AND PUP COMMUNICATIONS (DOOR HANGERS AND RESPONSE TO INQUIRIES)
- 12. CUSTOMER ISSUE TRACKING
- 13. HISTORY OF THE DISTRICT VIDEO PREVIEW

14. COMMUNITY OUTREACH PROGRAMS UPDATE (AVOCADO FESTIVAL AND VINTAGE CAR SHOW)

15. GENERAL MANAGER COMMENTS

16. 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

17. REVIEW AND ANALYSIS OF RMWD RELATED MEDIA STORIES

- 18. LIST OF SUGGESTED AGENDA ITEMS FOR THE NEXT SCHEDULED COMMUNICATIONS AND CUSTOMER SERVICE COMMITTEE MEETING
- **19. ADJOURNMENT**

ATTEST TO POSTING:

MA

Carl Rindfleisch Secretary of the Board

2-26-20 2 4:30 P.M.

Date and Time of Posting Outside Display Cases