REGULAR MEETING OF THE BOARD OF DIRECTORS ROSAMOND COMMUNITY SERVICES DISTRICT

5:30PM Closed Session
6PM Regular Board Meeting
Wednesday, January 13, 2021
District Board Room
3179 35th Street West
Rosamond, CA 93560

Teleconference #
1-877-411-9748
Access Code: 5150560

Agenda

CALL TO ORDER

ROLL CALL

President Rick Webb
Vice President Byron Glennan
Director Ben Stewart
Director Alfred Wallis
Director Greg Wood

PLEDGE OF ALLEGIANCE

APPROVAL OF THE AGENDA

PUBLIC COMMENTS

(At this time, any person may address the Board on any subject within the District's jurisdiction which is not on the agenda. However, any non-agenda matter will be referred to staff for a report and/or action at a subsequent Board meeting and no action can be taken on any such item discussed unless the action has been authorized under §54954.2(b) of the Government Code. Any person may also address the Board on any agenda matter at the time that matter is discussed, prior to Board consideration and action. Speakers are requested to limit comments to five (5) minutes.)

CLOSED SESSION

1. CONFERENCE WITH LEGAL COUNSEL- ANTICIPATED LITIGATION
   Significant exposure to litigation pursuant to Government Code §54956.9 (d)(2)
   Two Potential Cases

2. CONFERENCE WITH REAL PROPERTY NEGOTIATOR
   Pursuant to Government Code Section 54956.8
   APN: 375-23-027, 375-23-028, 375-23-029, 375-23-030, 375-01-002, 375-01-018, 375-01-017, 375-01-016 and 375-01-015
   Agency negotiator: Steve Perez, General Manager
   Negotiating party: Dennis Greer
   Under negotiation: Price and Terms of payment

3. CONFERENCE WITH REAL PROPERTY NEGOTIATOR
   Pursuant to Government Code Section 54956.8
   APN: 3256-006-900 and 3256-0006-901 and 3256-006-902
   Agency negotiator: Steve Perez, General Manager
   Negotiating party: District and potential sellers
   Under negotiation: Price and Terms of payment

PUBLIC REPORT ON ACTION TAKEN IN CLOSED SESSION

6:00 P.M. OPEN SESSION

PUBLIC COMMENTS

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MEETING MINUTES

MM 1. Approve December 23, 2020, Regular Board Meeting Minutes

MM 2. Approve December 22, 2020, Engineering Committee Meeting Minutes

MM 3. Approve December 21, 2020, Sewer Committee Meeting Minutes

NEW BUSINESS

NB 1. Approve the Public Relations Agreement with ZAxis in the amount of $2,750 per month. (Presenter: Steve Perez, General Manager)

NB 2. Approve Board of Directors conference and meeting list. (Presenter: Lizette Guerrero, Assistant General Manager)

PRESENTATIONS

PR 1. Water Reclamation Plant Project Update

DIRECTOR REPORTS/COMMENTS/FUTURE AGENDA ITEMS

GENERAL COUNSEL UPDATE

Joe Hughes, Esq.

GENERAL MANAGER UPDATE

Steve Perez

ASSISTANT GENERAL MANAGER UPDATE

Lizette Guerrero, MBA, CMC

DIRECTOR OF PUBLIC WORKS UPDATE

John Houghton

PUBLIC WORKS MANAGER UPDATE

Brach Smith

ADJOURNMENT

Requirements Regarding Disabled Access: In accordance with §54954.2(a), requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting, should be made to the RCSD Board Secretary at least 48 hours in advance of the meeting to ensure availability of the requested service or accommodation. Please contact the Board Secretary by telephone at (661) 256-5808, Email: lguerrero@rosamondcsd.com or in writing at the Rosamond Community Services District, Attn: Board Secretary 3179 35th Street West, Rosamond, CA 93560.

Pursuant to Government Code Section 54957.5, any writing that: (1) is a public record; (2) relates to an agenda item for an open session of a regular meeting of the Board of Directors; and (3) is distributed less than 72 hours prior to that meeting, will be made available for public inspection at the time the writing is distributed to the Board of Directors. Any such writing will be available for public inspection at the District offices located at 3179 35th Street West, Rosamond, CA 93560. In addition, any such writing may also be posted on the District's web site.

REGULAR MEETING OF THE BOARD OF DIRECTORS ROSAMOND COMMUNITY SERVICES DISTRICT

5:30PM Closed Session
6PM Regular Board Meeting
Wednesday, December 23, 2020
District Board Room
3179 35th Street West
Rosamond, CA 93560

Teleconference #
1-877-411-9748
Access Code: 5150560

Minutes

President Wood called the meeting to order at 5:30PM.

ROLL CALL

President Rick Webb- **Teleconference**
Vice President Byron Glennan
Director Ben Stewart- **Teleconference**
Director Alfred Wallis
Director Greg Wood- **Absent**

PLEDGE OF ALLEGIANCE

APPROVAL OF THE AGENDA

Motion made by Vice President Glennan, Seconded by Director Stewart to approve the agenda. Motion passed based on the following Roll Call Vote:

President Webb:	**Aye**
Vice President Glennan:	**Aye**
Director Wallis:	**Aye**
Director Stewart:	**Aye**
Director Wood:	**Absent**

PUBLIC COMMENTS – None

(At this time, any person may address the Board on any subject within the District's jurisdiction which is not on the agenda. However, any non-agenda matter will be referred to staff for a report and/or action at a subsequent Board meeting and no action can be taken on any such item discussed unless the action has been authorized under §54954.2(b) of the Government Code. Any person may also address the Board on any agenda matter at the time that matter is discussed, prior to Board consideration and action. Speakers are requested to limit comments to five (5) minutes.)

CLOSED SESSION

1. CONFERENCE WITH LEGAL COUNSEL- ANTICIPATED LITIGATION
   Significant exposure to litigation pursuant to Government Code §54956.9 (d)(2)
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   Pursuant to Government Code Section 54956.8
   APN: 3256-006-900 and 3256-0006-901 and 3256-006-902
   Agency negotiator: Steve Perez, General Manager
   Negotiating party: District and potential sellers
   Under negotiation: Price and Terms of payment

Motion made by Vice President Glennan, Seconded by Director Stewart to go into closed session at 5:33PM. Motion passed based on the following Roll Call Vote:

President Webb:	**Aye**
Vice President Glennan:	**Aye**
Director Wallis:	**Aye**
Director Stewart:	**Aye**
Director Wood:	**Absent**

Motion made by Director Stewart, Seconded by Director Wallis to come out of closed session at 5:47PM. Motion passed based on the following Roll Call Vote:

President Webb:	**Aye**
Vice President Glennan:	**Aye**
Director Wallis:	**Aye**
Director Stewart:	**Aye**
Director Wood:	**Absent**

PUBLIC REPORT ON ACTION TAKEN IN CLOSED SESSION
No reportable action taken.

Recessed at 5:47PM

6:00 P.M. OPEN SESSION

PUBLIC COMMENTS- John Joyce stated that he was in attendance and asked for it to be reflected in the record.
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MEETING MINUTES

MM 1. Approve December 9, 2020, Regular Board Meeting Minutes

Motion made by Vice President Glennan, Seconded by Director Stewart to approve the Meeting Minutes. Motion passed based on the following Roll Call Vote:

President Webb:	**Aye**
Vice President Glennan:	**Aye**
Director Wallis:	**Aye**
Director Stewart:	**Aye**
Director Wood:	**Absent**

NEW BUSINESS

NB 1. Approve the Power Purchase Agreement between SSI Devco, LLC and Rosamond CSD. (Presenter: Steve Perez, General Manager)

Motion made by Vice President Glennan, Seconded by Director Stewart to amend their motion and approve the Power Purchase Agreement and Lease between SSI Devco, LLC and Rosamond CSD. Motion passed based on the following Roll Call Vote:

President Webb:	**Aye**
Vice President Glennan:	**Aye**
Director Wallis:	**Aye**
Director Stewart:	**Aye**
Director Wood:	**Absent**

NB 2. Establishment of Ad Hoc Committees. (Presenter: Rick Webb, President, Board of Directors)

President Webb tabled this item.

PRESENTATIONS

PR 1. Water Reclamation Plant Project Update

DIRECTOR REPORTS/COMMENTS/FUTURE AGENDA ITEMS

Director Glennan made comments.

GENERAL COUNSEL UPDATE

Joe Hughes, Esq.

GENERAL MANAGER UPDATE

Steve Perez
A. Project Updates

ASSISTANT GENERAL MANAGER UPDATE

Lizette Guerrero, MBA, CMC

DIRECTOR OF PUBLIC WORKS UPDATE

John Houghton- **Absent**

PUBLIC WORKS MANAGER UPDATE

Brach Smith

ADJOURNMENT - Motion made by Vice President Glennan, Seconded by Director Stewart to adjourn the meeting at 6:19PM. Motion passed based on the following Roll Call Vote:

President Webb:	**Aye**
Vice President Glennan:	**Aye**
Director Wallis:	**Aye**
Director Stewart:	**Aye**
Director Wood:	**Absent**

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Respectfully submitted:

_____ _____

Board of Directors
Rosamond Community Services District

Board Secretary

ENGINEERING COMMITTEE MEETING

9:00AM Engineering Committee Meeting
Tuesday, December 22, 2020
District Conference Room
3179 35th Street West
Rosamond, CA 93560

Teleconference #
1-877-411-9748
Access Code: 5150560

Minutes

Director Wood called the meeting to order at 4:31PM.

ROLL CALL

Director Greg Wood- **Teleconference**
Director Byron Glennan

PUBLIC COMMENTS– None

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DISCUSSION

DI 1. Mitigation order at the WWTP

Discussion held.

ADJOURNMENT - Motion made by Director Glennan, Seconded by Director Wood to adjourn the meeting at 9:47AM.

Requirements Regarding Disabled Access: In accordance with §54954.2(a), requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting, should be made to the RCSD Board Secretary at least 48 hours in advance of the meeting to ensure availability of the requested service or accommodation. Please contact the Board Secretary by telephone at (661) 256-5808, Email: lguerrero@rosamondcsd.com or in writing at the Rosamond Community Services District, Attn: Board Secretary 3179 35th Street West, Rosamond, CA 93560.

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Respectfully submitted:

_____ _____

Board of Directors
Rosamond Community Services District

Board Secretary

SEWER COMMITTEE MEETING

4:00PM Sewer Committee Meeting
Monday, December 21, 2020
District Conference Room
3179 35th Street West
Rosamond, CA 93560

Teleconference #
1-877-411-9748
Access Code: 5150560

Minutes

Director Wood called the meeting to order at 4:03PM.

ROLL CALL

Director Greg Wood- **Teleconference**
Director Ben Stewart- **Teleconference**

PUBLIC COMMENTS– None

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DISCUSSION

DI 1. Industrial Waste Program

Discussion held.

Future Agenda Item: Review Sewer Connection Fees

ADJOURNMENT - Motion made by Director Stewart, Seconded by Director Wood to adjourn the meeting at 5:29PM.

Requirements Regarding Disabled Access: In accordance with §54954.2(a), requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting, should be made to the RCSD Board Secretary at least 48 hours in advance of the meeting to ensure availability of the requested service or accommodation. Please contact the Board Secretary by telephone at (661) 256-5808, Email: lguerrero@rosamondcsd.com or in writing at the Rosamond Community Services District, Attn: Board Secretary 3179 35th Street West, Rosamond, CA 93560.

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Respectfully submitted:

_____ _____

Board of Directors
Rosamond Community Services District

Board Secretary

January 06, 2021

Rosamond Community Services District
3179 35th St West
Rosamond, CA 93560

The following agreement for public relations and communications is entered into by and between Z Axis Images ("ZAI"), located at 42103 50th Street West, Unit 3116, Lancaster CA 93536 and Rosamond Community Services District ("RCSD") located at 3179 35th St West, Rosamond, CA 93560.

Primary Contact: Lizette Guerrero, Assistant General Manager, RCSD, 3179 35th St West, Rosamond, CA 93560.

Services to be Performed by ZAI:

1. Develop a communications plan for district representatives to easily communicate with customers and have readily accessible information for them. We will also make sure all external media is synchronized to go out at the same time.
2. Develop a database that will have different sized media (photo, video, etc) available for newspapers, websites, social media, network/cable news, newsletters.
3. Edit existing or create new RCSD website pages as it pertains to RCSD's community outreach, including forms.
4. Develop monthly e-newsletters that will be sent to customers that have provided the district with email addresses. We will also have an easy sign-up form created that will be available on the district's website and social media sites. Email distribution cost is $0.04 per email.
5. Re-format the monthly email newsletter to be a printable PDF that will be made available to district customers who do not use electronic media.
6. Facilitate the translation of information into Spanish as necessary. We use an external resource for this scope of work.
7. Develop up to eight informational videos throughout the year that can be shared on social media sites, on the district's website, and inside district email newsletters.
8. Develop social media posts that can be shared with the community. This will include sharing information with Facebook community groups. Additionally, we will help manage social media responses to help ensure timely information is being distributed.
9. Develop other relevant social media platforms such as NextDoor.com.
10. Develop videos, posters and/or graphics that can be shown on district monitors or hung on walls as needed.
11. Draft press releases that we will distribute to all news services that include photos and graphics.
12. Create presentations as needed that can be shared at community meetings, such as RMAC and Rosamond Chamber of Commerce meetings. We can present the information or help an RCSD employee or board member present the information.
13. Provide access to our equipment for external presentations
14. We will provide media and governmental monitoring on behalf of the district.
15. We will attend and record all district board meetings. We can live stream meetings or simply record them and make them available online.
16. We will make media purchase recommendations to the district. Additionally, we will create all of the media necessary for any approved media purchases.
17. Provide crisis management services as needed.
18. Provide five hours of emergency drone video/photo services in the event of an emergency.
19. Will help with water industry contest submissions
20. Any additional services not outlined in the agreement under services to be performed by ZAI will be billed at the rate of $111/per hr and requires approval in advance from Management

Total cost: We are proposing the aforementioned scope of work for a monthly retainer of $2,750 a month. We will not be charging for mileage unless the required task takes us outside of the general Rosamond area.

Start Date: The start date of this agreement will be February 1, 2021.

Payment Terms: We will invoice RCSD on a monthly basis. The terms are net 30.

RCSD authorizes ZAI to conduct the services as listed in this agreement. This agreement may be terminated at any time by either party with 30 days written notice. All media created will be the property of RCSD. Music used in videos will be licensed for use in those videos only, and for no other purposes. This agreement does not include any third party services such as printing, postage, translation, advertising costs, etc. All third party services paid for by ZAI must be approved by RCSD in advance of purchase.

_____

Rosamond Community Services District Date

_____

Z Axis Images Date

Rosamond Community Services District
2020 Public Relations Contract Recap

Overview
We took a multiple pronged communication approach over the past year to ensure Rosamond Community Services District is able to communicate with its account base. This included Social media, emailed newsletters and notices, printed newsletters, website updates, and databases created for the media with up to date information.

Printed/Digital Newsletters
We created monthly newsletters that could be sent to RCSD's printers and be distributed digitally. These newsletters were emailed to district account holders that had provided the district with their email address. Each month we uploaded a new email database that reflected changes made over the past month. The newsletters have an incredibly high open rate, compared to the industry average for government agencies and services of 24.71%.

Here are links to the newsletters and email notifications we have created:

- July newsletter (42% open rate) https://conta.cc/3bgzaAa
- Higher water usage newsletter (52% open rate) https://conta.cc/3bionVU
- RCSD new billing statements (53% open rate) https://conta.cc/3onkS46
- Flushing dos and don'ts (48% open rate) https://conta.cc/3hPtAFX
- COVID-19 (61% open rate) https://conta.cc/3niJidJ
- LLAD District 3 (66% open rate) https://conta.cc/3olOZZW
- August newsletter (37% open rate) https://conta.cc/3ntpbtL
- Telephone outage (37% open rate) https://conta.cc/3ntp69r
- September newsletter (43% open rate) https://conta.cc/2XgI4Fn
- October newsletter (53% open rate) https://conta.cc/38i5hNI
- November 20 (42% open rate) https://conta.cc/2Xf8jvM
- December newsletter (40% open rate) https://conta.cc/3oxT6Sw

Website Maintenance and Updates
Throughout the year we modified the district's website to ensure it was providing the community with useful, up-to-date, and accurate information. We have also helped with setting up database exports from RCSD's internal systems.
www.rosamondcsd.com

Facebook
We refreshed RCSD's Facebook presence and created a steady stream of posts, which we distributed through RCSD's Facebook page. This included newsletters, video updates from the General Manager, district changes, holidays, 3rd party events (Red Cross Blood Drive, Kern

County Hazardous Waste Collection Events), updates on large infrastructure projects, and water and sewage education.

We also handled Facebook messenger monitoring, interacting with customers reaching out to RCSD via Facebook messenger, and passing the information on to RCSD staff.
https://www.facebook.com/RosamondCSD

Media Database
We created a media database and provided links to the media for them to pull information from. This database includes agendas, newsletters, public information videos, logos, and other pertinent information media sources would need.
https://drive.google.com/drive/folders/1UxcqrmES0nWwHcDlx8MZXGwJVrxSeb5I?usp=sharing

Media Monitoring
We monitored traditional and social media news sources, clipped and sent news articles, social media posts, and community comments about RCSD throughout the year, as well as providing recommended actions to take.

Board Meetings
We attended board meetings, taking detailed notes that were made available to the media. Recently, we have that information available to the media in the aforementioned database.

Weekly Customer Service Call
We participated in the weekly customer service phone call to assess if any incoming questions from the community warranted district-wide communication. This has been helpful in providing district customers with pertinent and timely information that is helpful to them.

Billing and Collection Changes
Developed letter and mail merge notifying customers of the upcoming collection changes. We also developed content for newsletters letting people know how to read their new billing statements. Lastly, we created two video animations on billing policy changes.

SB 998 Communication Compliance
We created the following communications in accordance with SB 998:

- Created an in-depth web form that met SB 998 Compliance. We added the form to the existing billing questions webpage on rosamondcsd.com.
  https://www.rosamondcsd.com/customers/billing-questions

- Updated the Residential Non Payment page on rosamondcsd.com including the new non-payment policies. We provided the policies in English, Spanish, Chinese, Korean, Tagalog, and Vietnamese. https://www.rosamondcsd.com/customers/residential-non-payment
- Worked with district staff to develop new verbiage for past due door hangers and voicemails. We also provided assistance formatting the new door hangers for printing.
- Created a FAQ document to help RCSD customer service staff communicate new policies set forth by SB 998.
- Attended multiple meetings with district staff regarding SB 998.

Videos

Here is a sampling of the videos we created, which were distributed through multiple channels, including RCSD YouTube channel, Facebook page, and newsletters.

- Freezing pipes video https://youtu.be/XXEDSkI6_HU
- Water usage video https://youtu.be/gyROgly5f1Q
- General Manager update on billing changes https://youtu.be/1r4JJTWulRI
- Flushing do's and don'ts https://youtu.be/2h-w-jEveRA
- General Manager update on water purchases https://fb.watch/2RV64ZkqyR/
- RWRP concrete pour https://fb.watch/2RVdhaQz8u/
- General Manager COVID-19 update https://fb.watch/2RVk3Y_l2f/
- ACP Project ACP Video https://tinyurl.com/yywj4b6r
- RWRP Update: https://youtu.be/gOpjrk7s_h8

2021 Board of Directors list of conferences and meetings

Date	Event	Location	Assigned Director
	CONFERENCES		
5/4/2021-5/7/2021	ACWA 2021 Spring Conference & Exhibition	Monterey	
5/18/2021-5/19/2021	2021 CSDA Special Legislative Days	Sacramento	
08/11/2021-08/13/2021	2021 CASA Winter Conference	San Diego	
4/11/2021-1/14/2021	2021 CSDA Special District Leadership Academy	San Diego	
3/15/2021-3/25/2021	2021 WateReuse 36th Annual Conference (Virtual)	Virtual	
3/23/2021	2021 SDRMA Spring Education Day	Sacramento	
8/30/2021-9/2/2021	2021 CSDA Annual Conference	Monterey	
TBD	AV Board of trade Annual Business Outlook Conference 2021	Lancaster	
	MEETINGS		
2nd and 4th Tuesday of each month	AVEK	Palmdale	
3rd Wednesday of each month at 9:00AM	JPA Water Bank	Rosamond	
TBD	Adjudication/Water Master	Palmdale	
5/3/2021	ACWA JPIA Annual Meeting- held at ACWA's Annual Conference		
Dates to be determined	ACWA Board Meetings		
3/2/2021	2021 CSDA Board Member Best Practices	Virtual	
TBD	ACWA Region 6 & 7	Fresno	
1st and 3rd Wednesday of each month	SKUSD		
3rd Thursday of each month at 7:00PM	RMAC		
	Rosamond Chamber of Commerce		
TBD	Kern County Water Summit	Bakersfield	
TBD	State of the County	Bakersfield	

Acronym Glossary

CSDA- California Special District Association
ACWA- Association of California Water Association
SDRMA- Special District Risk Management Association
JPA- Joint Powers Authority
JPIA- Joint Powers Insurance Authority
SKUSD- Southern Kern Unified School District
RMAC- Rosamond Municipal Advisory Council
AVEK- Antelope Valley East Kern