



**A Monthly Newsletter**

**September 2023**

**Serving the Community**

*“Your Independent Local Government Agency Providing Water, Wastewater, Drainage, Security and Solid Waste Services”*

**District Meeting Schedule For September 2023**

**Committee Meetings Will Be Held in Person**

**September 5, 2023**  
Improvements **8:00 a.m.**  
Finance **10:00 a.m.**

**September 7, 2023**  
Communications—  
**Canceled**  
Security—  
**Canceled**

**Board Meetings Will Be Held In Person**

**Regular Board Meeting**  
**September 20, 2023**  
**@ 5:00 p.m.**

**The public is invited to attend.**

*All meeting dates and times are subject to change. Be sure to check our website, [www.rmcsd.com](http://www.rmcsd.com) for any changes*

**BE SURE TO LIKE US ON FACEBOOK!**

**MESSAGE FROM THE GENERAL MANAGER**

Hello Rancho Murieta residents –

I am settling into my new role as General Manager of the Rancho Community Services District and am establishing this message as a direct way of sharing information regarding our progress with you.

The District team and I have been working diligently to address a variety of administrative, operational, and security issues. We know that there are areas in need of improvement and are committed to addressing those areas in the coming weeks and months.

It is frustrating to both our customers and the team that the Utility Billing system has had glitches and we’ve also made errors in setting customers up. We are learning from both our mistakes and the system glitches and finding new and better ways to manage the billing activities. Thank you for understanding that our ultimate goal is to have an accurate and easy to use system for everyone.

Along those lines, here are improvements and activities we are working on right now:

**Reducing the time, expense and inefficiency of paper checks** for bill payment by transitioning customers to automated payments within the Utility Billing system.

In Person, one-hour trainings for residents are planned for: Tuesday, Wednesday, and Thursday, September 26, 27<sup>th</sup>, and 28<sup>th</sup>; At 8:30 to 9:30 a.m.; noon to 1 p.m., and 4-5 p.m.

RSVP to [ebill@rmcsd.com](mailto:ebill@rmcsd.com) to save a seat for yourself;

We will share details regarding the process of getting signed up for the automatic payment program and address concerns regarding bill errors;

**Clearer Statements.** The current statement design has created some confusion; we are working to improve the overall clarity of the Statements to make them easier to read. We are also working to ensure that the codes clearly convey the services and/or credits/adjustments;

**Financial Audits.** Progress is being made on prior year audits:

The Special Assessment District (CFD 2014-1) Audit for FY20-21 was finalized in late July;

The Community Service District’s Audit for FY20-21 is expected by late next week;

**Water Supply and Usage.** The Integrated Water Management Plan (IWMP) is making progress and the first phase of the interactive web-based results are available now on the District’s website. [Click here](#) to walk through the historical information regarding municipal water rights, systems, and supply shared in a StoryMap format. Subsequent phases will add information regarding the demand on the system and proposals for optimizing water usage. A Town Hall is being planned and is likely to be held in mid to late October. Details to follow on our website;

**Community Outreach.** The District was invited to participate in a Family Activities Expo being organized by the Kiwanis Club of Rancho Murieta. The event will be held in the late afternoon on Sunday, September 10<sup>th</sup>, from 4:00 to 6:00 p.m. Food trucks and multiple vendors offering positive services for youth will be at the event. Stop by the District table to pick up a Moisture Meter or low-flow shower head or just to say hello.

Thanks for taking the time to read this message and feel free to share your thoughts with us on our website [here](#).

Best wishes,  
Mimi Morris

# THE ROLE OF THE DISTRICT SECURITY DEPARTMENT

In recent weeks, community members have asked some questions regarding the role of the District's Security Department employees and the services they are authorized to provide. The authority and functions of District Security Officers are like those provided by private security firms that one might observe in a large building or plant facility. They are not law enforcement officers such as serve in the Sheriff's Office or the California Highway Patrol.



## District Licensing Requirement

- Although District Security Officers are legally exempt from state or other licensing requirements, the District administratively requires our Security Officers to be licensed for training purposes and because Patrol Officers carry a firearm.
- Our Patrol Officers receive additional training similar to basic courses provided to peace officers under California Penal Code Section 832.

## Primary Function

- The primary function of District Security Officers is to protect persons and property through the prevention of criminal and other inappropriate conduct by being visible throughout the entire community and "persuading" individuals to refrain from any improper behavior. Security Officers regularly patrol the residential, commercial and construction areas throughout the district, both inside and outside the gates.
- Where prevention of criminal conduct is not possible, the function of the Security Officer is to observe and report to the Sacramento County Sheriff's Department (SSD) and/or California Highway Patrol (CHP). Security Officers may interview witnesses, take photographs, and preserve evidence to be collected by law enforcement upon their arrival.

## Gate Officers

Security Officers staff the gates at the main entrances to Rancho Murieta North and South Communities round the clock daily (24/7). They also receive calls for service from members of the community and "dispatch" patrol officers to respond where appropriate and available.

In 2022, Gate Officers greeted and processed approximately 14,700 vehicles per month through the visitors' lanes. Gate Officers dispatched 2,930 calls for service in 2022. These calls varied in nature including threats to persons or property, physical altercations, security alarms sounding, suspicious activity, apparent rule violations and welfare checks.

## District Security Officers Are Not Peace Officers

- "Peace Officers" of various types are defined in California statutes.
- District Security Officers are not classified as Peace Officers under any category of law enforcement or quasi-law enforcement officers. Accordingly, they do not possess the broad "police powers" afforded to law enforcement officers under the law.
- Off-duty peace officers sometimes augment the District security force.

## Authority to Make Arrests

- The authority of District Security Officers to make an arrest is the same as a private citizen making a citizen's arrest.
- After a District Security Officer makes an arrest, the Security Officer must hand over the person who has been arrested to the SSD/CHP without delay.
- If a person resists arrest, the Security Officer is allowed, but not required, to use reasonable force to subdue the person.

## Detention

- Except in limited situations, a District Security Officer does not have the authority to detain a person without affecting a citizen's arrest.

## Citation Authority

- District Security Officers have the authority to issue citations for certain violations of Covenants, Conditions and Restrictions (CC&Rs) and other Rules of the various homeowner associations within the District, particularly RMA, the largest such association.

## Enforcing Vehicle Related Regulations in Rancho Murieta

RMA rules state that every driver, including your guests, operating a motor vehicle, including golf carts and low-speed vehicles, within Rancho Murieta, must possess a valid driver's license and obey the rules of the road such as speed limits and stop signs. Violations may result in citations being issued and fines assessed to the property owner.

Overloaded golf carts or unsafe usage, such as towing skateboarders, are also subject to citations and fines.

The District contracts with RMA to enforce on-street and driveway parking rules. Vehicles parked in violation of the rules may result in citations and fines.

## Board of Directors

Tim Maybee  
President  
tmaybee@rmcsd.com

Randy Jenco  
Vice President  
rjenco@rmcsd.com

Linda Butler  
Director  
lbutler@rmcsd.com

Martin Pohll  
Director  
mpohll@rmcsd.com

Stephen Booth  
Director  
sbooth@rmcsd.com



## A Monthly Newsletter

**September 2023**

**Serving the Community**

### BUSINESS HOURS

Monday - Thursday  
8:00 a.m. to 5:30 p.m.  
*Friday—Closed*

**Mimi Morris**  
General  
Manager

[mmorris@rmcsd.com](mailto:mmorris@rmcsd.com)

**Susan Wren**  
Interim Director of  
Administration

[swren@rmcsd.com](mailto:swren@rmcsd.com)

**Michael Fritschi**  
Director  
of Operations

[mfritschi@rmcsd.com](mailto:mfritschi@rmcsd.com)

**Kelly Benitez**  
Security Supervisor

[kbenitez@rmcsd.com](mailto:kbenitez@rmcsd.com)

**Amelia Wilder**  
District Secretary

[awilder@rmcsd.com](mailto:awilder@rmcsd.com)

**Travis Bohannon**  
Chief Plant Operator

[tbohannon@rmcsd.com](mailto:tbohannon@rmcsd.com)

**Ron Greenfield**  
Utilities Supervisor

[rgreenfield@rmcsd.com](mailto:rgreenfield@rmcsd.com)

### THE ROLE OF THE DISTRICT SECURITY DEPARTMENT (CONTINUED)

#### Lakes and Back Areas

Many residents enjoy the lakes/reservoirs, trails and back areas for recreation. As a reminder, Rancho Murieta Association (RMA) rules state that guests and vendors must be accompanied by the resident they are visiting any time they visit a park, which includes hiking the back areas and/or swimming or fishing in lakes/reservoirs. If the resident is not present, the guest is in violation of the CC&R's and a citation could be issued to the resident.

Gas powered engines/boats are not allowed on Rancho Murieta lakes/reservoirs. Additionally, boats must have a season boating pass. Boating passes can be obtained from RMA. **Residents are required to get a season boating pass from RMA. Please note that everyone over 16 years of age fishing in Rancho Murieta lakes/reservoirs is required to have a valid fishing license.**



#### Security Department Funding

The Security Department is primarily funded through property assessments (taxes) authorized by Rancho Murieta community voters in 1998. Ballot Measure J provided base line funding with a mere 2% annual increase. In recent years, in response to the increased personnel and other departmental costs, these funds have been supplemented using other unrestricted property tax revenues that a recent Grand Jury report has said should be used for capital improvement reserves. In the current year's budget, the Board of Directors drastically reduced the supplement to the Security Department budget. As a result, a hiring freeze has been implemented and current staffing levels do not permit round-the-clock patrols. 24/7 staffing at the gates remains in place.

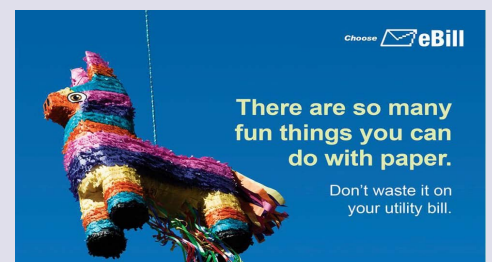
#### Community Involvement

The residents of Rancho Murieta can assist the District in providing security services by helping to be the eyes and ears of the District Security Department. Residents should call in suspicious activities or circumstances they observe or encounter and should notify District Security Officers of any safety-related issues, including Rancho Murieta Association rule violations. If needed, the District Security Department will refer the issue to the proper entity.

### E-BILLING – SAVE PAPER AND REDUCE COSTS

Help the environment and reduce District costs by enrolling in our e-billing service. You can enroll in this service by completing the form at the bottom of your monthly statement or through the District website at <https://www.ranchomurietacsd.com/sign-up-for-e-billing>. Each billing statement sent by email rather than regular U.S. Postal Service saves approximately \$0.70 per month; which will help keep your rates down! This savings includes the cost of the paper statement, printing, envelopes and postage.

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# FAMILY ACTIVITIES EXPO

*Kiwanis Club of Rancho Murieta in partnership with RMA and RMCS D present  
Rancho Murieta Family Activities Expo*

**Sunday, September 10, 2023**

**4:00 p.m. ~ 6:00 p.m.**

**Stonehouse Park**

*Learn about opportunities for your kids and teens from various local kid-focused organizations including sports, academics, arts, scouting, scholarships and more.*

**Plus demonstrations and hands-on activities!**

**This event is free!!**

Please contact Bronwyn with questions ~ 916-384-6444

## **AUGUST 15, 2023 REGULAR BOARD MEETING HIGHLIGHTS**

- Adjourned to Closed Session—Nothing to report

## **AUGUST 16, 2023 REGULAR BOARD MEETING HIGHLIGHTS**

- Approved Amendment #2 to contract with Maddaus for Integrated Water Master Plan
- Approved Mimi Morris as Regional Water Authority Board Member Rep; Designated Labor Negotiator and Real Property Negotiator
- Received and filed FY20-21 CFD 2014-1 Audit
- Adopted Resolution R2023-13 designating agent's for OES
- Introduced Ordinance O2023-04 Updating District Code Chapter 3 Conflict of Interest Code

## **AUGUST 23, 2023 SPECIAL BOARD MEETING HIGHLIGHTS**

- Adopted Resolution R2023-15 appointing Susan Wren to the Position of Interim Director of Administration

## **JULY 2023 COMMITTEE MEETING HIGHLIGHTS**

### Improvements Committee

- Discussed Integrated Water Master Plan Scope of Services
- Discussed Drainage Ditch Maintenance
- Discussed Calero Fish Stocking
- Discussed Dissolved Private Backflow Users
- Discussed Contract with Lumos & Associates
- Discussed CodeRED Test for Rio Oso Pressure Zone
- Discussed Replacing Aerators at Chesbro Reservoir
- Discussed SB170 Projects
- Discussed Accepting Past Infrastructure from Past Developments
- Discussed Access Easement for 39 Acre Commercial Lot

### Finance Committee

- Discussed CFD 2014-1 FY 20-21 Audit

## **HOW TO CONTACT THE DISTRICT**

Visit us on the web at [www.rmcsd.com](http://www.rmcsd.com)!

- \*The District's Administration Office is located at: 15160 Jackson Road, Rancho Murieta
- \*Our mailing address is: P.O. Box 1050, Rancho Murieta, CA 95683; Main Office: 916-354-3700
- \*South Gate: 916-354-3743 *Contact the South Gate for after-hours water problems.*