



TAMALPAIS COMMUNITY SERVICES DISTRICT

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TCSD BOARD OF DIRECTORS MEETING AGENDA

WEDNESDAY, OCTOBER 25, 2023

REGULAR WORK SESSION MEETING at 8:30am -10:00am (time approx.)

TAM VALLEY COMMUNITY CENTER, 203 MARIN AVENUE, MILL VALLEY 94941

AGENDA

1. CALL TO ORDER

2. ROLL CALL - President Steffen Bartschat

Directors: Vice President Jeff Brown, Jim Jacobs, Steve Levine, and Matt McMahon

3. APPROVE AGENDA

4. PUBLIC EXPRESSION

Members of the public are invited to address the Board on matters NOT listed on this agenda. The Board reserves the right to limit the time devoted to this portion of the Agenda and to limit the duration of speakers' presentations.

5. REGULAR BUSINESS

- A. Conduct work session to discuss/consider content for the proposed community survey of TCSD services/facilities/operations, programs/events, and/or other activities.
- B. Receive oral report on planned increases/decreases (effective 1-1-24) in health care provider rates for TCSD.

6. FUTURE AGENDA ITEMS

7. ADJOURNMENT

NEXT REGULAR BOARD MEETING

November 8, 2023

7:00pm

Tam Valley Community Center

NEXT REGULAR BOARD WORK SESSION

November 22, 2023

CANCELED



TAMALPAIS COMMUNITY SERVICES DISTRICT

Staff Report

Board Work Session Meeting

October 25, 2023

TO: BOARD OF DIRECTORS

FROM: GARRETT TOY, GENERAL MANAGER

SUBJECT: CONDUCT WORK SESSION TO DISCUSS/CONSIDER CONTENT FOR THE PROPOSED COMMUNITY SURVEY OF TCSD SERVICES/FACILITIES/OPERATIONS, PROGRAMS/EVENTS, AND/OR OTHER ACTIVITIES.

RECOMMENDATION

Conduct work session to discuss/consider content for the proposed community survey of TCSD services/facilities/operations, programs/events, and/or other activities.

DISCUSSION

One of the Board's FY23-24 goals (3.c) is to "Solicit community input on TCSD programs/events/use policy/facilities." The approach for doing this is to conduct a community survey. Staff retained FM3 Research (FM3) to conduct the survey. FM3 Research did conduct the recent community survey for Southern Marin Fire District and has extensive experience conducting surveys for local government including Marin County's past ballot measure campaigns.

One of the first steps in the process is to provide guidance to FM3 regarding the content of the community survey. Specifically, what issues/topics does TCSD want to get community feedback on. Attached is a memo from FM3 outlining the general structure of the survey. It is NOT intended to address the wording of questions.

Due to scheduling conflicts, this will not be a joint meeting with PARC. We will schedule a separate PARC meeting with FM3 which will include the Board's direction/comments from this work session.

FISCAL IMPACT

The agreement with FM3 is a not-to-exceed amount of \$25,000. The final costs will depend on the length of the survey (15-20 minutes) and the number of survey respondents (150-250 people).

ATTACHMENT

FM3 memo



TO Board of Directors
Tamalpais Community Services District

FROM Curt Below and Lucia Del Puppo
FM3 Research

RE: TCS D Community Survey

DATE October 4, 2023

This outline lays out a general structure (not question wording) for the Tamalpais Community Services District (TCS D) survey. We are happy to update, edit and add/remove specific subjects of exploration based on feedback from the District, including an upcoming meeting with your Board of Directors and Parks and Recreation Commission. The final survey will be up to 20-minutes long (approximately 40-60 individual questions) and will be conducted among up to 250 voters in Tam CSD. The margin of error for a sample of 250 voters will be +/-6.2% at the 95% confidence level.

Introduction

1. How favorably/unfavorably do they view public figures/organizations?
 - TCS D
 - Marin County government
 - Local city government
 - *Other relevant local public agencies/organizations*
2. How familiar are you with the District?
3. (Alternative approach #1) List services and ask who provides each, giving options for TCS D, the County, any cities, etc. and "don't know."
4. (Alternative approach #2) List services and ask who provides each as open-ended questions.

Impressions of Major Service Categories

5. How important are the services provided by the District?
 - a. Trash/recycling/green waste collection
 - b. Wastewater services (i.e., sewer collection, not treatment)
 - c. Parks and recreation facilities maintenance and management
 - d. Community events
 - e. *Other services?*

6. How satisfied/dissatisfied are they with the services provided by the District:
 - f. Trash/recycling/green waste collection
 - g. Wastewater services
 - h. Parks and recreation facilities maintenance and management
 - i. Community events
 - j. *Other services?*

7. How satisfied/dissatisfied are they with the rates they pay for specific services?
 - k. Trash/recycling/green waste collection (included on property tax bill)
 - l. Wastewater services (included on property tax bill)
 - m. Community events
 - n. *Other services?*

Other Potential Topics to Explore

8. Parks and Community facilities/usage/policies?
9. Specific community events?
10. Desire for more recreation programs/classes?
11. Communications and outreach? (e.g., e-newsletters, signs, postcard)
12. Customer service?
13. New community gathering place/plaza?

Demographics

14. Demographic questions:
 - o. Length of residence in the District
 - p. Own/Rent
 - q. Ethnicity
 - r. Education
 - s. Income
 - t. Use of TCSD parks/recreational facilities
 - u. Gender
 - v. School-age kids at home

15. Voter file:
 - w. Age
 - x. Party
 - y. Location
 - z. Past participation in election