

## **LMUD – Community Advisory Committee - Meeting Minutes**

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DATE: Friday, October 28<sup>th</sup>, 2011 (10:00am)  
MEETING: Monthly CAC meeting  
LOCATION: LMUD Conference Room  
ATTENDEES: Chad Pierce, Keith Williams, Earl Foster, Tom Brewer, Tom Armstrong  
NOT IN ATTENDANCE: Nathan Miller

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### **AGENDA:**

1. Discuss the CAC findings from district customers regarding potential improvements to the districts website.
2. Consolidate ideas to improve the look and feel of the district website
3. Other business
4. Adjourn

### **MINUTES:**

1. Comments from district customers :
  - a. Difficulty with navigating the website to find financial information.
  - b. The calendar button is hard to find and the information on the calendar is limited to BOD meetings and E&O meetings
  - c. News Updates doesn't show anything.
2. Ideas discussed during the CAC meeting to improve the District Website:
  - a. Give district employees, directors & committee members email address that ends in @lakewaymud.org.
  - b. Add a "Notify Me" button to the website. This would be for customers who want to be notified of district news, changes in service, watering days etc.
  - c. Add a "Search" button to the home page.
  - d. Are Press Releases from 2009 relevant? Maybe limit the press releases to the current year and the previous year.
  - e. BOD: Include BIO and a picture.
  - f. Include picture and BIO of the districts staff.
  - g. Include a Google map of the district's Water & Wastewater facilities. Can the map show in-district and out-of-district areas?
  - h. Earl was going to find out what the subscribe button on the home page is for?
  - i. Add an opinion poll on the site to determine why people are visiting the district website:
    - i. Job Hunting

- ii. General Information
- iii. Document Download
- iv. Visiting the Area
- v. Moving to the Area

Knowing why people are visiting the district site can help with future improvements.

3. We discussed the need for the district to try and gather customer emails. This may be accomplished by adding an area on the bill where customers can include their email address.
4. Emails are the quickest and cheapest ways to notify customers or gather information for the district. This should be a priority moving forward.
5. The committee agreed that compared to other MUD websites the Lakeway MUD website is much better however some minor formatting of the website would help customers navigate the site and find information quicker and easier.
6. Earl is going to verify how the process of paying bills online worked. With the current system when a LMUD customer tries to use their on-line bank for paying their LMUD bill, LMUD is one of the accounts the customer's bank has to mail a paper check to in lieu of being able to do an electronic transfer extending potential payment transfer date to LMUD from 1 day to 5 days.

#### Other Business

7. Chad emailed Tom Brewer and requested the following items be included in the December Board of Directors Agenda:
  - a. Remove Nathan Miller from the CAC. (he is no longer employed at the Inn)
  - b. CAC would like the Board to consider that there be only one CAC chair instead of co-chairs. The CAC is the only committee with co-chairs.
8. We discussed two potential candidates to server on the CAC. Chad will inquire if they are interested in serving on the CAC, if they are, the CAC will receive applications for the BOD consideration.
9. The CAC members agreed the committee will meet at the district office 10:00 a.m. Friday December 2<sup>nd</sup>.
10. With no further business to be discussed, the meeting was adjourned at 11:00 a.m.

END OF MEETING

NOTE: SHOULD THE READER FIND INACCURATE OR OMITTED INFORMATION IN THESE MINUTES, PLEASE ADVISE CHAD PIERCE VIA EMAIL; OTHERWISE, WE SHALL CONSIDER THESE MINUTES AS AN ACCURATE REPRESENTATION OF THE MEETING.

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REPORT BY:

Chad Pierce  
CAC Secretary

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