

# Staff Report

for the Regular Meeting of the Board of Directors of February 8, 2017

**TO:** Board of Directors  
**FROM:** Remleh Scherzinger MBA, P.E., General Manager  
**DATE:** February 8, 2017  
**SUBJECT:** Customer Survey

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## *MANAGEMENT*

### **RECOMMENDATION:**

Develop guidance for staff regarding the request to survey customers concerning cost impacts for live streaming

### **BACKGROUND:**

On May 25, 2016 Director Miller requested a survey be created to query NID's customers with regard to their desire to pay for Live streaming services.

The survey questions were generated and approved by Director Miller and then brought the Administrative Practices Committee on November 1, 2016. At that meeting Director Wilcox requested that the survey be brought to the full Board for consideration.

The proposed survey would be sent to 10% (2700) of district customers evenly split amongst the 5 divisions and recipients would be selected at random.

Attached is the proposed survey

### **BUDGETARY IMPACT:**

No budgetary impact.

Attachment: Proposed Survey

The District has received a request from South Yuba Citizens League (SYCRL), Federation of Neighborhood Associations (FONA) and League of Women Voters (LWV) to televise/broadcast our public meetings. Currently, that is 6 meetings a month (2 Board Meetings and 4 Committee meetings). It will undoubtedly cost the District to install and operate this system and as a result that cost will be passed on to our rate paying customers. Depending on the system, those costs could range from marginal to something more significant. The Board is concerned about usage and cost. We greatly appreciate your input on whether you would support this proposition.

Do you have internet capacity sufficient to view online streaming?  NO  YES

Do you regularly watch City Council meetings on public access channel?  NO  YES

Would you support the cost of, and the broadcast of, NID public meetings?  NO  YES

Thank you very much for your time and support.