SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-B**

FROM: Ed Fortner, General Manager

Meeting Date: September 5, 2019

Subject: STRATEGIC PLANNING AND GOALS UPDATE

RECOMMENDED ACTION:

Receive report from the General Manager. Discussion and possible action.

FISCAL IMPACT:

None

DISCUSSION:

At the August Board Meeting, Strategic Planning was discussed. In lieu of the full scope of Strategic Planning, the Board agreed to request an update on the Sweetwater Springs Water District Goals. An update for the Fiscal Year 2018-2019 Goals is contained in Exhibit A.

There was detailed discussion around Strategic Planning and Goals in 2006. A very detailed document was developed. In 2012, a committee was formed of two Board Members who seemed to validate the reduced version of the Goals being the primary tool as an annual update by the General Manager of the District's Mission and Goals. The Board Memo detailing this discussion is an attachment to this Board packet.

Exhibit A: Sweetwater Springs Water District Annual Review, Fiscal Year 2018-2019

The annual review is a look back of the achievements of the past fiscal year and a look forward to what we are expecting for the coming fiscal year.

The mission of the Sweetwater Springs Water District (SSWD) is to provide its customers with quality water and service in an open, accountable, and cost-effective manner and to manage District resources for the benefit of the community and environment. The District provides water distribution and maintenance services to five townships adjacent to the Russian River:

- Guerneville
- Rio Nido
- Guernewood Park
- Villa Grande
- Monte Rio

GOAL 1: IMPLEMENT SOUND FINANCIAL PRACTICES TO ENSURE EFFECTIVE UTILIZATION OF DISTRICT RESOURCES

FY 2019 Achievements:

- Ninth year that 3% increase to Base Rate and Water Usage Charges was approved; Seventh Year of 3% increase to Capital Debt Reduction Charge.
- Reserve Policy met by FY 2019 Budget.
- Water sales picked up during FY 19; will this trend continue?
- Closed USDA Bond process.
- Increased CalPERS unfunded liability payment.
- Value engineered FY19 CIP.

FY 2020 Projections:

- Undertake Cost of Service Study to determine rate needs for the coming years. FY 2019 was the ninth year of the nine-year plan. Is the $500,000 target for CIP funding still appropriate? State Loans paid off soon.
- Meet Reserve Policy with FY 2020 Budget.
- Update long range CIP plan.

GOAL 2: PROVIDE RELIABLE AND HIGH-QUALITY POTABLE WATER WITH FACILITIES THAT ARE PROPERLY CONSTRUCTED, MANAGED AND MAINTAINED TO ASSURE SYSTEM RELIABILITY

FY 2019 Achievements:

- Compliance with California Division of Drinking Water (formerly Department of Public Health (DPH)) regulations achieved. Annual report submitted according to schedule.
- Monthly drought reporting continues.
- 2018 CIP (completion of Old River Road/River Road Project) completed.
- 2019 CIP, replacement of Monte Rio filtration system near completion.
- Total Leaks for calendar year 2018 at 108 (target was 100).
- System leakage at 17.0% (May 2019) (target was 20%).
- Completing validated water audit due October 2019.
- Urban Water Management Plan (UWMP) completed in October 2016, received letter of acceptance in FY18. Will update plan in 2020.
- Coastland continues to be Engineer of record for District.

FY 2020 Projections:

- 2019 CIP should be completed in early September 2019.
- Total leaks goal for calendar year 2019 at 100.
- System leakage at 17%. Continue using correlation equipment on regular basis to identify and fix leaks. Review use of State Water Audit methodology to improve reporting of system losses; confirm validation process.
- Continue understanding and use of automated map. Become better at it; start making needed revisions. New GM is reassessing value of mapping system.

GOAL 3: HAVE UPDATED EMERGENCY PREPAREDNESS PLANS FOR ALL REASONABLE, FORESEEABLE SITUATIONS

FY 2019 Achievements:

- Emergency Action Plan was reviewed and updated in October 2018.
- Flood preparedness and response was well executed in 2019. GM met with DDW Engineer to confirm flood response procedures. Fall flood awareness notice will be mailed out in September and October billing cycles.
- 3rd year of flooding procedures went well; river flooded significantly twice.

FY 2020 Projections:

- Update of Emergency Action Plan in October 2019.
- Participate in County Emergency Operations communications/meetings in 2019.

- Continue efforts to communicate with local agencies re emergency preparedness.
- Work with local efforts for specific plans (Wildfire Preparation?)

GOAL 4: DEVELOP AND MAINTAIN A QUALITY WORKFORCE

FY 2019 Achievements:

- Field staff oversight of 2019 CIP.
- 31 in-house projects totaling 1,151.25 man-hours (down from 38 projects and 1,969.75 hours).
- Fourth year of implementation of MOU; it went well.
- Staff meetings on Capital and Operating issues.
- Promotion of Jack Bushgen upon retirement of Kevin Gilman as Field Manager.
- Ryan Wilson attained Class III Distribution License.

FY 2020 Projections:

- Continue staff training efforts.
- Oversee completion of 2019 CIP construction.
- Continue focus on in-house projects.
- Participate in more webinars and workshops.

GOAL 5: PROVIDE EXCELLENT PUBLIC AND GOVERNMENTAL OUTREACH, INFORMATION AND EDUCATION

FY 2019 Achievements:

- Meeting summary sent to local media on monthly basis.
- Website updated on at least monthly basis.
- Continued display in lobby that shows examples of pipes that are being replaced by capital projects – good public response to this.
- Making effort to provide outreach with local Chambers regarding the drought response.
- Making monthly reports to State on required drought response information.

FY 2020 Projections:

- Continue with meeting summaries.
- Look for opportunities to provide community leadership/participation on water-related issues.
- Continue to look for ways to make website more useful.

GOAL 6: ENHANCE BOARD COMMUNICATIONS AND INFORMATION

FY 2019 Achievements:

- Discussed strategic planning.
- Kept board informed on District issues.
- Coordinated new legal counsel communications.

FY 2020 Projections:

- Continue to review sections of Policies and Procedures for revision.
- Evaluate facility tour opportunities.
- Update Board on Strategic Planning Goals.

SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-C**

FROM: Sukey Robb-Wilder, President

Meeting Date: December 6, 2012

SUBJECT: DISCUSSION/ACTION RE PROGRESS REPORT OF THE AD HOC GOALS AND OBJECTIVES FORMATTING COMMITTEE

RECOMMENDED ACTION: Receive an update from the ad hoc Committee on Goals and Objectives.

FISCAL IMPACT: none.

DISCUSSION:

Sukey Robb-Wilder and Victoria Wikle met with General Manager Steve Mack on November 15 and continued to review the District's Goals and Objectives document. They have found that some of the items are implicit in the District's Mission Statement on the District's website, such as the goal to provide reliable and high quality potable water. Other items are tasks that have been completed, such as establishing a district reserve policy. Still others need periodic review, such as disaster preparedness plans and emergency exercises. Some items in the Goals and Objectives document are procedural and others are more policy-oriented than procedural, such as the goals of providing public outreach and enhancing board communications.

The document in its present form has been a useful organizing tool for the Board. It is a good historical reference but it could be replaced with a structure that is more workable today, especially for those items that to be reviewed periodically. Steve will put together a structure for review at the next Committee meeting.