



HELIX WATER DISTRICT

Setting standards of excellence in public service

AGENDA

COMMITTEE OF THE BOARD

REGULAR MEETING OF THE BOARD OF DIRECTORS

Wednesday, January 27, 2016 – 3 p.m.

7811 University Avenue, La Mesa, CA 91942-0427

Assistance for those with disabilities: If you have a disability and need accommodation to participate in the meeting, please call Board Secretary Sandra L. Janzen at (619) 667-6232 for assistance so the necessary arrangements can be made.

OPEN MEETING

1. Call to Order and Roll Call
2. Approval of Agenda (Additions and/or Deletions)

PUBLIC COMMENTS

3. Public Comments

Opportunity for Members of the Public to Address the Board on any Item under the Subject Matter Jurisdiction of the District

Public Comment Procedure: This is the time set aside for those wishing to address the board on matters not on the posted agenda which are under the subject matter jurisdiction of the district. No action may be taken by the board except to set the matter presented for the next regular board meeting. State your name, topic and provide the secretary with a request to speak form so you can be properly included in the consideration of the item. Please limit your comments to three minutes so all who wish to speak can be heard. The board is not permitted during this time to enter into a dialogue with the speaker.

DISCUSSION

4. Discussion Regarding the Helix Water District Strategic Work Plan/Goals and Objectives to Include a Preview of the Proposed Mid-Year Budget Adjustments

Adjournment

All public records relating to an agenda item on this agenda are available for public inspection at the time the record is distributed to all, or a majority of all, members of the board. Such records shall be available at the district office located at 7811 University Avenue, La Mesa, California.

Committee of the Board
Regular Board of Directors Meeting
Helix Water District
Wednesday, January 27, 2016 – 3 p.m.
Page #2

Certification of Posting

I certify that on January 22, 2016, I posted a copy of the foregoing agenda near the regular meeting place of the Helix Water District board of directors, said time being at least 72 hours in advance of the meeting of the board of directors (Government Code §54954.2).

Executed at La Mesa, California, on January 22, 2016.



Sandra L. Janzen, Board Secretary



HELIX WATER DISTRICT
Setting standards of excellence in public service

Helix Water District - Strategic Work Plan

Strategic Focus Area 1 - Customer Service

Goal: 1.1 - Complete a customer service survey every three years to measure the level of customer service provided, and better understand the needs and expectations of our customers.

Objective: 1.1 (a) - Complete a customer satisfaction survey - this survey will measure the level of customer service provided and better understand the needs and expectations of our customers

Dept: Administrative Services

FY: 2014-15

Due Date: 12/30/2016

% Complete: 5

Completed

In Progress

New Objective

Comments/Notes:

Goal: 1.2 - Continue to develop customer service standards and metrics for all departments by 2016 and conduct online surveying when new technology allows.

Objective: 1.2 (a) - Develop planning project metrics to assess workload and performance versus previously established customer service standards

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2016

% Complete: 80

Completed

In Progress

New Objective

Comments/Notes:

Goal: 1.3 - As the Enterprise Resource Planning and Enterprise Content Management System are implemented, improve web-based services and online capabilities for our customers by the end of 2017.

Objective: 1.3 (a) - Evaluate the use of mobile technology for customer service and meter read staff in conjunction with the customer information system implementation

Dept: Administrative Services

FY: 2014-15

Due Date: 2/28/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes: Cayenta's MSO application selected

Strategic Focus Area 1 - Customer Service

Objective: 1.3 (b) - Evaluate other credit card processing vendors in association with customer information system implementation

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 1.3 (c) - Implement service order management software to dispatch, receive and complete typical meter service requests from mobile phones and devices

Dept: Administrative Services

FY: 2015-16

Due Date: 12/31/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 1.4 - Develop and maintain a customer service training program to provide our employees knowledge, skills and tools to address the current and future needs of our customers.

Objective: 1.4 (a) - Explore options to offer a customer service training program to provide our employees knowledge, skills and tools to address the current and future needs of our customers

Dept: Administrative Services

FY: 2014-15

Due Date: 12/31/2016

% Complete: 5

Completed

In Progress

New Objective

Comments/Notes:

Goal: 1.5 - General - Customer Service

Objective: 1.5 (a) - Develop as-built checklist to communicate district as-built standards to contractors and consulting engineers

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2016

% Complete: 85

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 2 - Employees

Goal: 2.1 - Conduct compensation and benefits survey biannually to ensure the district's compensation package is competitive with surrounding water agencies and municipalities starting March 2014.

Objective: 2.1 (a) - Conduct compensation and benefits survey biannually to ensure the district's compensation package is competitive with surrounding water agencies and municipalities

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2016

% Complete: 5

Completed

In Progress

New Objective

Comments/Notes:

Goal: 2.2 - Develop a formal employee career development program that supports the district's succession planning efforts.

Objective: **2.2 (a) - Develop work plans for operator III and operator trainee**

Dept: Water Quality

FY: 2014-15

Due Date: 2/15/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **2.2 (b) - Complete operator trainee manual**

Dept: Water Quality

FY: 2014-15

Due Date: 2/28/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 2.2 (c) - Develop a formal employee career development program that supports the district's succession planning efforts

Dept: Administrative Services

FY: 2014-15

Due Date: 5/31/2016

% Complete: 30

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 2 - Employees

Goal: 2.3 - Develop an employee mentoring program by December 2016 that utilizes job shadowing and job enrichment to prepare employees for future advancement and career development.

Objective: 2.3 (a) - Conduct a new supervisor training program

Dept: Administrative Services

FY: 2014-15

Due Date: 5/31/2016

% Complete: 10

Completed

In Progress

New Objective

Comments/Notes:

Objective: 2.3 (b) - Explore the resources and options with implementing an employee mentoring program (with goal of December 2016 for implementation) that would utilize job shadowing and job enrichment to prepare employees for future advancement and career development

Dept: Administrative Services

FY: 2014-15

Due Date: 5/31/2016

% Complete: 20

Completed

In Progress

New Objective

Comments/Notes:

Goal: 2.4 - General - Employees

Objective: **2.4 (a) - Complete the full implementation of NEOGOV and train all HR staff**

Dept: Administrative Services

FY: 2014-15

Due Date: 10/1/2014

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **2.4 (b) - Take final steps to ensure the district is in compliance with the provisions of the Health Care Reform Act (specifically - implementing the measurement periods and tracking of part-time employee hours)**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 2 - Employees

Objective: 2.4 (c) - Assist with MOU negotiation process by implementing a collaborative negotiation process between the middle-management employees' association, employees' association, confidential group and Helix Water District negotiating team

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 2.4 (d) - Coordinate a districtwide earthquake drill to correspond with the California Great Shake-Out

Dept: Operations

FY: 2015-16

Due Date: 11/1/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 2.4 (e) - Coordinate a functional emergency operations exercise

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 10

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Goal: 3.1 - Annually update and implement the five year financial projection and ten year capital improvement program to support long-range planning efforts to sustain fiscal integrity and stability, including maintaining adequate reserves and a bond rating of AA or better.

Objective: 3.1 (a) - Annually update/implement the five year projection and ten year capital improvement program to support long-range planning efforts to sustain fiscal integrity/stability, including maintaining adequate reserves and a bond rating of AA or better

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Goal: 3.2 - Commission a cost of service study every five years to ensure stability and equitability of water rate structure.

Objective: **3.2 (a) - Perform a cost of service study, finalize recommendations and implement revisions to miscellaneous fees**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **3.2 (b) - Incorporate any rate structure changes in the water rates for fiscal year 2015-16 (in response to cost of service study and implementation of revisions to miscellaneous fees)**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 3.3 - Identify and allocate resources to achieve strategic plan goals and establish an annual budget process to ensure alignment of resources with the plan.

Objective: **3.3 (a) - Identify and allocate resources to achieve strategic goals and establish an annual budget process to ensure alignment of resources with the plan**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 3.4 - Maintain stable water rates to support the operations and maintenance of the district, and adequately fund replacement and upgrades required to ensure service, reliability, and high quality customer service.

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Objective: 3.4 (a) - Maintain stable water rates to support the operations and maintenance of the district, and adequately fund replacement and upgrades required to ensure service, reliability, and high quality customer service

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 3.5 - Continue to explore and consider alternatives to reducing the unfunded liabilities for the retirement benefits system and the retiree health care benefits. Consider establishing a funded level goal for both.

Objective: 3.5 (a) - Continue to explore and consider alternatives to reducing the unfunded liabilities for the retirement system and retiree health care

Dept: Administrative Services

FY: 2014-15

Due Date: 11/30/2016

% Complete: 40

Completed

In Progress

New Objective

Comments/Notes: Add'l \$750,000 contribution; Attended CalPERS conference; in contact with CalPERS

Goal: 3.6 - Continue to explore ways for the Lake Jennings operations to reduce the operating deficit and become self-sustaining.

Objective: 3.6 (a) - Continue to explore ways for the Lake Jennings operations to reduce the operating deficit and become self-sustaining

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2016

% Complete: 60

Completed

In Progress

New Objective

Comments/Notes: Continue to prepare and analyze quarterly financial statements and work with Lake staff to support the identification of areas of improved efficiencies

Goal: 3.7 - General - Fiscal Integrity and Sustainability

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Objective: **3.7 (a) - Develop standardized pump efficiency report**

Dept: Water Quality

FY: 2014-15

Due Date: 2/25/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **3.7 (b) - Consider the impact of the drought on district revenues and provide suggestions to mitigate the impact throughout fiscal year 2014-15**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes: Evaluating on a monthly basis

Objective: **3.7 (c) - Test and calibrate all 3" and larger meters**

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 40

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Goal: 4.1 - Review the capital improvement program master plan annually to coincide with the capital improvement program fiscal year budgeting process with major updates completed at least once every five years.

Objective: **4.1 (a) - Review the capital improvement program master plan annually to coincide with the capital improvement program fiscal year budgeting process with major updates completed at least once every five years**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.1 (b) - Review the capital improvement program master plan annually to coincide with the capital improvement program fiscal year budgeting process with major updates completed at least once every five years

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 0

Completed

In Progress

New Objective

Comments/Notes:

Goal: 4.2 - Budget anticipated and unanticipated infrastructure repairs and replacements to support the capital improvement program master plan on an annual basis.

Objective: 4.2 (a) - Implement altitude valve maintenance plan and service contract

Dept: Water Quality

FY: 2014-15

Due Date: 10/30/2014

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (b) - Replace and rehabilitate rapid mix pump

Dept: Water Quality

FY: 2014-15

Due Date: 11/15/2014

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (c) - Repair failed coating on the south parking lot deck at the administration office

Dept: Operations

FY: 2014-15

Due Date: 12/30/2014

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.2 (d) - Submit round 2 Cryptosporidium sampling plan to the State (CDPH)**

Dept: Water Quality

FY: 2014-15

Due Date: 1/15/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (e) - Streamline temporary meter issuance process**

Dept: Administrative Services

FY: 2013-14

Due Date: 1/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (f) - State (ELAP) accreditation for new gas chromatograph**

Dept: Water Quality

FY: 2014-15

Due Date: 2/15/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (g) - Purchase and receive State (ELAP) accreditation for new total organic carbon analyzer**

Dept: Water Quality

FY: 2014-15

Due Date: 2/15/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (h) - Install Tunnel Hill pump station generator**

Dept: Water Quality

FY: 2014-15

Due Date: 3/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.2 (i) - Rehabilitate one ozone contactor**

Dept: Water Quality

FY: 2014-15

Due Date: 4/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (j) - Calavo hydro pump station generator installation and electrical upgrade**

Dept: Water Quality

FY: 2014-15

Due Date: 5/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (k) - Restucco the operations center administrative building**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (l) - Upgrade or abandon 47 substandard blow-offs in accordance with the district's capital improvement program**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (m) - Upgrade panic alarm system at operations center**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.2 (n) - Complete maintenance on four altitude valves**

Dept: Water Quality

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (o) - Complete annual projects identified in the ten year capital improvement program budget projection**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (p) - Camera inspect three sections of transmission mains (1,661 feet)**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (q) - Replace 102 plastic water service laterals with copper in accordance with the district's capital improvement program**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (r) - Replace interior window coverings at the administration office**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (s) - Replace 100 gate valves (4 - 14 inches) in accordance with the district's capital improvement program

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (t) - Turn 815 valves to maintain an 18-month valve turning cycle

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (u) - Purchase and setup new autoclave for biology lab

Dept: Water Quality

FY: 2014-15

Due Date: 10/15/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (v) - Rehabilitate four screw pumps

Dept: Water Quality

FY: 2014-15

Due Date: 2/15/2016

% Complete: 98

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (w) - Carpet replacement plan

Dept: Water Quality

FY: 2013-14

Due Date: 3/15/2016

% Complete: 75

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (x) - Purchase and install a new incubator for the microbiology lab

Dept: Water Quality

FY: 2015-16

Due Date: 3/15/2016

% Complete: 15

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.2 (y) - Rehabilitate and standardize four tank altitude valves**

Dept: Water Quality

FY: 2015-16

Due Date: 3/30/2016

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (z) - Replace motor control centers 3 and 5 at the R.M. Levy Water Treatment Plant

Dept: Water Quality

FY: 2015-16

Due Date: 5/1/2016

% Complete: 75

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (aa) - Upgrade or abandon 47 substandard blow-offs to accomplish a 24-year upgrade program in accordance with the district's distribution system improvements program

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 36

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (bb) - Complete annual projects identified in the ten year capital improvement program budget projection

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 40

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (cc) - Upgrade five pressure system interconnects to accomplish a 20-year replacement program in accordance with the district's distribution system improvements program

Dept: Operations

FY: 2014-15

Due Date: 6/30/2016

% Complete: 80

Completed

In Progress

New Objective

Comments/Notes: Four completed

Objective: 4.2 (dd) - Replace 102 plastic water service laterals with copper to accomplish a 10-year replacement program in accordance with the district's distribution system improvements program

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 26

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (ee) - Replace a minimum of 100 small gate valves (4 - 14 inches) in accordance with the district's capital improvement program master plan

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (ff) - Video inspect 30" main transmission line from Helix 1 tank to Helix 2 pump station

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 0

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.2 (gg) - Turn 16,056 valves to maintain the district's valve turning cycle at 18-22 months

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 74

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (hh) - Upgrade power source for individual motor control center buckets at two pump stations

Dept: Water Quality

FY: 2013-14

Due Date: 10/31/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes:

Goal: 4.3 - Update the capital improvement program master plan and publish on the district's website.

Objective: **4.3 (a) - Complete the capital improvement program master plan update**

Dept: Engineering

FY: 2014-15

Due Date: 3/4/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 4.4 - Update the ten year capital improvement program budget projection on an annual basis to develop a cash flow summary of projects and associated funding forecasted within the CIP master plan.

Objective: **4.4 (a) - Update the ten year capital improvement program budget projection on an annual basis to develop a cash flow summary of projects and associated funding forecasted within the capital improvement program master plan**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.4 (b) - Update the ten year capital improvement program budget projection on an annual basis to develop a cash flow summary of projects and associated funding forecasted within the capital improvement program master plan

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 0

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Goal: 4.5 - General - Infrastructure

Objective: **4.5 (a) - Develop standard operating procedures for Tokaj Lane system interconnect and integrate with GIS shutdown manager**

Dept: Operations

FY: 2014-15

Due Date: 2/28/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (b) - Evaluate lease vs. purchase option for small automotive fleet**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (c) - Develop a cost tracking database for the small valve replacement program (bid estimating and budgeting)**

Dept: Engineering

FY: 2013-14

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (d) - Resolve the Golf Course Lease/El Monte Valley projects**

Dept: Engineering

FY: 2006-07

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.5 (e) - Complete environmental mitigation associated with the construction of Homelands Tank**

Dept: Engineering

FY: 2013-14

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (f) - Resolve annual easement/quitclaims-based goals set in the easement master plan**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (g) - Resolve annual encroachments-based goals set in the encroachment master plan**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (h) - Evaluate the feasibility of pumping water from the Grossmont Reservoir/Lower Flume System to the Upper Flume System**

Dept: Engineering

FY: 2009-10

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (i) - Upgrade or abandon substandard fire hydrant assemblies**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.5 (j) - Upgrade up to five existing variable air boxes at the administration office**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (k) - Create detailed documentation of the existing meter replacement process**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (l) - Research and update all infrastructure maintenance program goals based on latest GIS totals**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (m) - Replace 3,000 [1 inch and smaller]; 163 [1-1/2 inch and 2 inch]; and 4 [3 inch] meters in accordance with the district's meter replacement program**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (n) - Complete the update of the system hydraulic model**

Dept: Engineering

FY: 2013-14

Due Date: 7/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.5 (o) - Complete update of the R.M. Levy Water Treatment Plant operations plan**

Dept: Water Quality

FY: 2015-16

Due Date: 9/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (p) - Develop standard operating procedures for large meter accuracy testing**

Dept: Operations

FY: 2015-16

Due Date: 10/31/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (q) - Develop standard operating procedures for the district's system shutdown process**

Dept: Operations

FY: 2015-16

Due Date: 1/31/2016

% Complete: 90

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (r) - Develop maintenance protocol for temporary meters**

Dept: Operations

FY: 2015-16

Due Date: 1/31/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (s) - Develop a Lake Jennings monitoring program for Cyanobacteria**

Dept: Water Quality

FY: 2015-16

Due Date: 2/15/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.5 (t) - Upgrade Helix 1B and Helix 2 PLCs and panels

Dept: Water Quality

FY: 2015-16

Due Date: 4/30/2016

% Complete: 30

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (u) - Complete the study and report of the R.M. Levy Water Treatment Plant gas saturation

Dept: Water Quality

FY: 2015-16

Due Date: 6/15/2016

% Complete: 0

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (v) - Identify three substandard fire hydrant installations and upgrade to meet current WAS standards

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 40

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (w) - Replace existing cooling tower at the operations center

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (x) - Replace 3,000 [1 inch and smaller]; 163 [1-1/2 inch and 2 inch]; and 4 [3 inch] meters in accordance with the district's meter replacement program

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 28

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.5 (y) - Identify and abandon three substandard pipeline easements

Dept: Operations

FY: 2015-16

Due Date: 6/30/2016

% Complete: 30

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (z) - Add GPS coordinates to all CP facilities

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 10

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (aa) - Develop and implement an easement pipeline abandonment master plan

Dept: Engineering

FY: 2013-14

Due Date: 6/30/2016

% Complete: 85

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (bb) - Complete 35 quitclaims

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (cc) - Update the Lake Cuyamaca memorandum of understanding with the wildlife agencies and the Lake Cuyamaca Recreation and Park District

Dept: Engineering

FY: 2013-14

Due Date: 6/30/2016

% Complete: 75

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: **4.5 (dd) - Review and update contract specifications for construction projects**

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (ee) - Cross-train associate engineer to assist with processing of environmental documents for capital improvement program projects**

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 10

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (ff) - Complete all outstanding encroachments listed currently on the encroachment management plan**

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 25

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (gg) - Develop a new cathodic protection annual report format to be compatible with the work management system in GIS**

Dept: Engineering

FY: 2012-13

Due Date: 6/30/2016

% Complete: 85

Completed

In Progress

New Objective

Comments/Notes:

Objective: **4.5 (hh) - Complete Urban Water Management Plan**

Dept: Engineering

FY: 2015-16

Due Date: 6/30/2016

% Complete: 75

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 4 - Infrastructure

Objective: 4.5 (ii) - Create a good practices handout for the installation, testing and activation of new water pipelines

Dept: Engineering

FY: 2013-14

Due Date: 7/1/2016

% Complete: 85

Completed

In Progress

New Objective

Comments/Notes:

Objective: 4.5 (jj) - Research, identify, test and purchase new meter read handheld devices including developing interface with Cayenta CU system

Dept: Administrative Services

FY: 2015-16

Due Date: 12/1/2016

% Complete: 50

Completed

In Progress

New Objective

Comments/Notes: Team with IS to complete this project

Objective: 4.5 (kk) - Paint east sedimentation bridge

Dept: Water Quality

FY: 2015-16

Due Date: 3/31/2017

% Complete: 0

Completed

In Progress

New Objective

Comments/Notes: Defer to next fiscal year and package with door painting

Strategic Focus Area 5 - Water Resources

Goal: 5.1 - Complete a feasibility study of potable reuse as a supply to Lake Jennings and the R.M. Levy Water Treatment Plant by the end of 2016.

Objective: 5.1 (a) - Complete a feasibility study of potable reuse as a supply to Lake Jennings and the R.M. Levy Water Treatment Plant

Dept: Water Quality

FY: 2014-15

Due Date: 3/1/2016

% Complete: 98

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 5 - Water Resources

Goal: 5.2 - Expand the water conservation program to achieve a sustainable dry year target of 114 gallons per capita per day by the end of 2015.

Objective: **5.2 (a) - Keep the district informed about impact of drought and statewide mandates and provide timely updates regarding other member agency drought response actions, including the San Diego County Water Authority**

Dept: Administrative Services FY: 2014-15 Due Date: 6/30/2015 % Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **5.2 (b) - Design and implement a drought awareness campaign, effective customer rebates, and landscaper education class to help meet the 114 gallons per capita per day target**

Dept: Administrative Services FY: 2014-15 Due Date: 6/30/2015 % Complete: 100

Completed

In Progress

New Objective

Comments/Notes: 12 month GPCD as of 07/31/15 was 99.4

Objective: **5.2 (c) - Continue to execute the district's Drought Action Plan, keep the district informed regarding the district's 20% state-mandated water reduction target, update the Policies and Procedures Manual based on new drought-related regulations, and keep the district informed of any changes to the state drought mandates**

Dept: Administrative Services FY: 2015-16 Due Date: 6/30/2016 % Complete: 100

Completed

In Progress

New Objective

Comments/Notes: Staff provides the board with monthly updates regarding the district's drought savings target and has made all drought-related P&P changes

Goal: 5.3 - Prepare and implement a reservoir operations plan with the goal of reducing average evaporative losses by the end of 2016.

Objective: **5.3 (a) - Prepare and implement a reservoir operations plan with the goal of reducing average evaporative losses**

Dept: Water Quality FY: 2014-15 Due Date: 12/30/2016 % Complete: 50

Completed

In Progress

New Objective

Comments/Notes: Due to the projected water shortages in fiscal year 2015-16, this project will be postponed

Strategic Focus Area 5 - Water Resources

Goal: 5.4 - General - Water Resources

Objective: **5.4 (a) - Setup method and four quarters of ozone destruct unit catalyst chloride measurement**

Dept: Water Quality

FY: 2013-14

Due Date: 2/15/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **5.4 (b) - Complete plant residuals study phase II & III**

Dept: Water Quality

FY: 2012-13

Due Date: 2/15/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **5.4 (c) - Develop standard operating procedures for collecting and processing bacteriological samples in the field**

Dept: Operations

FY: 2014-15

Due Date: 2/28/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **5.4 (d) - Complete air modeling for chlorine release scenarios at the treatment plant and coordinate emergency response by local agencies**

Dept: Operations

FY: 2013-14

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 5 - Water Resources

Objective: **5.4 (e) - Implement CASGEM well #2 monitoring program with San Diego**

Dept: Water Quality

FY: 2015-16

Due Date: 11/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes: MOU completed. HWD is monitoring and reporting to the City of San Diego

Objective: **5.4 (f) - Research and evaluate lowering the internal turbidity requirement for flushing distribution/transmission mains**

Dept: Operations

FY: 2014-15

Due Date: 6/30/2016

% Complete: 90

Completed

In Progress

New Objective

Comments/Notes: Final step meet w/TP staff to review gathered data

Strategic Focus Area 6 - Optimizing Technology

Goal: 6.1 - Implement critical application modules to support the district's Enterprise Resource Planning and implement an Enterprise Content Management System by the end of 2017.

Objective: **6.1 (a) - Complete Enterprise Content Management System OnBase Integrator contract selection and negotiations**

Dept: Administrative Services

FY: 2014-15

Due Date: 1/31/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.1 (b) - Implement XC2 software**

Dept: Water Quality

FY: 2014-15

Due Date: 3/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.1 (c) - Complete build-out of physical and virtual server environment to support CIS/ECMS/XC2**

Dept: Administrative Services

FY: 2014-15

Due Date: 3/31/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.1 (d) - Build-out network environment to support access to ERP/ECMS applications from all district locations**

Dept: Administrative Services

FY: 2014-15

Due Date: 4/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.1 (e) - Implement customer service website for customers to check their account information, view past bills, submit service requests and make online payments**

Dept: Administrative Services

FY: 2015-16

Due Date: 12/31/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.1 (f) - Complete initial deployment of Enterprise Content Management solution as it relates to customer service and the bulk scanning of customer service related documents**

Dept: Administrative Services

FY: 2015-16

Due Date: 1/31/2016

% Complete: 90

Completed

In Progress

New Objective

Comments/Notes: A small portion of Matrix documents still need to be imported

Objective: **6.1 (g) - Evaluate and procure software and professional services for the HP Replacement Project Phase 2; finance, accounting and human resources**

Dept: Administrative Services

FY: 2015-16

Due Date: 3/31/2016

% Complete: 0

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 6 - Optimizing Technology

Goal: 6.2 - Develop and implement an information systems master plan by the end of 2015.

Objective: 6.2 (a) - Retain consultant and develop information systems master plan

Dept: Administrative Services

FY: 2014-15

Due Date: 12/31/2020

% Complete: 5

Completed

In Progress

New Objective

Comments/Notes: Postpone - reinstate after ERP Phase III

Goal: 6.3 - Assess the sustainability of the Smallworld GIS platform in relation to the new ERP, and include in the information systems master plan by the end of 2015.

Objective: 6.3 (a) - Finalize adding and integrating GPS data into GIS database views and applications

Dept: Administrative Services

FY: 2014-15

Due Date: 3/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 6.4 - General - Optimizing Technology

Objective: 6.4 (a) - Complete rollout of Microsoft Office 2013

Dept: Administrative Services

FY: 2014-15

Due Date: 9/30/2014

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.4 (b) - Upgrade core servers network hardware to utilize 10GB switching technologies**

Dept: Administrative Services

FY: 2014-15

Due Date: 11/30/2014

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (c) - Complete migration of district smartphones to Active Sync**

Dept: Administrative Services

FY: 2014-15

Due Date: 12/30/2014

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (d) - Develop a paperless means of issuing meter replacements and collecting newly installed meter information**

Dept: Operations

FY: 2014-15

Due Date: 1/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (e) - Complete evaluation of GPS pilot project**

Dept: Administrative Services

FY: 2013-14

Due Date: 1/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (f) - Establish an electronic database to track upcoming district work**

Dept: Operations

FY: 2014-15

Due Date: 3/31/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.4 (g) - Upgrade three pump stations with ethernet capable PLCs, radio telemetry and power meters**

Dept: Water Quality

FY: 2013-14

Due Date: 4/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (h) - Complete phase I ethernet radio project (20 sites)**

Dept: Water Quality

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (i) - Implement GPS technology into our standard operating procedures for a variety of tasks within the survey/locations sections, including performing topographic surveys, const. staking, easement plat development, identifying existing ROW/easement locations, and construction as-built of facilities to eliminate the need for smart balls/tie-cells**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (j) - Implement Field to Finish system for field data collection and office post-processing**

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 6 - Optimizing Technology

Objective: 6.4 (k) - Replace a single Cox Business Internet link at the administration office with Cox Optical Internet for symmetric bandwidth and a higher level of service. This is in support of increased online presence as a result of the new ERP and ECMS initiatives

Dept: Administrative Services FY: 2015-16 Due Date: 11/1/2015 % Complete: 100 Completed

In Progress

Comments/Notes:

New Objective

Objective: 6.4 (l) - Integrate Cayenta customer information and XC2 backflow data into GIS. Enhance GIS applications and routines to utilize this new data

Dept: Administrative Services FY: 2015-16 Due Date: 12/31/2015 % Complete: 100 Completed

In Progress

Comments/Notes:

New Objective

Objective: 6.4 (m) - Develop and implement plan and recommendation to manage two-year retention and advanced search features for Exchange email to meet legal requirements

Dept: Administrative Services FY: 2014-15 Due Date: 1/31/2016 % Complete: 100 Completed

In Progress

Comments/Notes:

New Objective

Objective: 6.4 (n) - Implement Hach WIMS water quality and operations database

Dept: Water Quality FY: 2014-15 Due Date: 2/15/2016 % Complete: 95 Completed

In Progress

Comments/Notes:

New Objective

Objective: 6.4 (o) - Replace all legacy hardware/software firewalls with modern multi-purpose firewall appliances at all three physical locations. This includes the perimeter SCADA firewall.

Dept: Administrative Services FY: 2015-16 Due Date: 3/1/2016 % Complete: 50 Completed

In Progress

Comments/Notes: As of 12/18/15, OC and TP firewalls are outstanding

New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.4 (p) - Receive ELAP certification for new THM methodology**

Dept: Water Quality

FY: 2015-16

Due Date: 4/15/2016

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (q) - Convert remote flow measurement to NOAA satellite system**

Dept: Water Quality

FY: 2015-16

Due Date: 4/30/2016

% Complete: 20

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (r) - Complete feasibility study for remote monitoring of Lake Cuyamaca flow**

Dept: Water Quality

FY: 2015-16

Due Date: 6/30/2016

% Complete: 5

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (s) - Complete Phase 3 of Ethernet Radio Project**

Dept: Water Quality

FY: 2015-16

Due Date: 6/30/2016

% Complete: 20

Completed

In Progress

New Objective

Comments/Notes:

Objective: **6.4 (t) - Develop screens and documentation for radio communication monitoring software**

Dept: Water Quality

FY: 2014-15

Due Date: 6/30/2016

% Complete: 90

Completed

In Progress

New Objective

Comments/Notes: *Tied to finalizing ethernet project goal*

Strategic Focus Area 6 - Optimizing Technology

Objective: 6.4 (u) - Identify and evaluate advanced locations tracking, routing and documentation software/procedures

Dept: Engineering

FY: 2014-15

Due Date: 6/30/2016

% Complete: 25

Completed

In Progress

New Objective

Comments/Notes: Pending ERP Phase 3/GIS Upgrade

Objective: 6.4 (v) - Research AMI System

Dept: Administrative Services and
Operations

FY: 2015-16

Due Date: 12/30/2016

% Complete: 30

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 7 - Public Education & Outreach

Goal: 7.1 - Develop a public education marketing plan to include workshops and educational materials. The public education and marketing plan will include items such as: information regarding the value of water, the district's rate structure and cost of water, the unfunded liabilities and efforts to reduce them, and employee benefits.

Objective: **7.1 (a) - Develop a public education marketing plan to include workshops and educational materials**

Dept: Administrative Services

FY: 2014-15

Due Date: 3/1/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Strategic Focus Area 7 - Public Education & Outreach

Objective: 7.1 (b) - Assist with outreach efforts to ensure ratepayers understand the technical work our employees perform

Dept: Administrative Services

FY: 2014-15

Due Date: 12/31/2016

% Complete: 75

Completed

In Progress

New Objective

Comments/Notes: Website launched in Oct. includes technical info re: Eng/WQ depts. Further stories over the next 6 mos will highlight each dept. per PA public outreach calendar.

Goal: 7.2 - Utilize social media and speaker's bureau to communicate the district's key messages.

Objective: 7.2 (a) - Utilize social media and speaker's bureau to communicate the district's key messages

Dept: Administrative Services

FY: 2014-15

Due Date: 3/1/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Goal: 7.3 - Upgrade the district's website to be intuitive, customer friendly, and include interactive educational feature stories and videos on current topics with links to social media updates by the end of 2015.

Objective: 7.3 (a) - Update and improve website to ensure it is a useful tool to ratepayers

Dept: Administrative Services

FY: 2013-14

Due Date: 6/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes:

Objective: 7.3 (b) - Upgrade the district's website to be intuitive, customer friendly and include interactive educational feature stories and videos on current topics with links to social media updates

Dept: Administrative Services

FY: 2014-15

Due Date: 9/30/2015

% Complete: 100

Completed

In Progress

New Objective

Comments/Notes: Website launched in October with multiple stories, tools, tips, videos and links. Website articles (blog) updated on almost a daily basis (ongoing)

Strategic Focus Area 7 - Public Education & Outreach

Goal: 7.4 - General - Public Education and Outreach

Objective: **7.4 (a) - Utilize the title index field for ease in searching for already scanned minutes, resolutions and board packages to facilitate responses to public records requests**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **7.4 (b) - Reorganize document vault for ease in filing and retrieving files**

Dept: Administrative Services

FY: 2014-15

Due Date: 6/30/2015

% Complete: **100**

Completed

In Progress

New Objective

Comments/Notes:

Objective: **7.4 (c) - Replace the boardroom audio visual equipment**

Dept: Administrative Services

FY: 2014-15

Due Date: 1/31/2016

% Complete: 99

Completed

In Progress

New Objective

Comments/Notes: Working through final punchlist