



Setting Standards of Excellence in Public Service

AGENDA
COMMITTEE OF THE BOARD
REGULAR MEETING OF THE BOARD OF DIRECTORS
Wednesday, July 26, 2017 - 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.

**Vice President Hedberg will be teleconferencing from the
London Bridge Resort King Arthur (A) Conference Room
1477 Queens Bay
Lake Havasu City, Arizona 86403
Phone (928) 846-4279; Fax (928) 855-5404**

OPEN MEETING

1. Call Meeting to Order and Roll Call
2. Invocation and Pledge of Allegiance – Director McMillan
3. Approval of Agenda (Additions and/or Deletions)

PUBLIC COMMENTS

4. 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

5. The Board Review the Annual Strategic Plan Goals and Objectives for Fiscal Year 2017-18

ADJOURNMENT

6. President Scalzitti Adjourn the Meeting

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.

Certification of Posting

I certify that on July 21, 2017, 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(a)(1)).

Executed at La Mesa, California, on July 21, 2017.


Sandra L. Janzen, Board Secretary



Helix
WATER DISTRICT

Strategic Work Plan

Fiscal Year 2017-18

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

Department: Administrative Services FY: 2014-15 Due Date: 12/31/2017 % Complete: 20

Comments/Notes: Recommendation for outside consultant to perform survey in the summer of 2017 to the board for approval in July 2017. Completion expected by Fall of 2017.

Completed

In Progress

New Objective

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) - Explore ways to increase customer use of online bill pay services including eBill enrollment

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

Completed

In Progress

New Objective

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

Department: Administrative Services FY: 2014-15 Due Date: 4/30/2018 % Complete: 20

Comments/Notes: On hold until after the Customer Survey.

Completed

In Progress

New Objective

Strategic Focus Area 1 - Customer Service

Goal: 1.5 - General - Customer Service

Objective: 1.5 (a) - Conduct an emergency operations exercise to test the district's ability to respond to an unforeseen event

Department: Operations

FY: 2017-18

Due Date: 6/30/2018

% Complete: 0

Completed

Comments/Notes:

In Progress

New Objective

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) - Work with consultant to conduct a compensation study

Department: Administrative Services

FY: 2017-18

Due Date: 12/30/2018

% Complete: 0

Completed

Comments/Notes: Start in 2017-18.

In Progress

New Objective

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 an in-house new supervisor training program

Department: Administrative Services

FY: 2014-15

Due Date: 4/30/2018

% Complete: 10

Completed

Comments/Notes: On hold until after the Customer Service Survey.

In Progress

New Objective

Goal: 2.4 - General - Employees

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Objective: 3.3 (a) - Annually identify and allocate resources to achieve strategic plan goals and ensure those resources are reflected in the annual budget

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

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.

Objective: 3.4 (a) - Maintain stable water rates to support the operations and maintenance of the district, and adequately fund replacement and upgrades as well as reserves

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

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 benefits system and the retiree health care benefits

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

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

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

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

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0 Completed
Comments/Notes: Annual Objective. In Progress
 New Objective

Goal: 3.7 - General - Fiscal Integrity and Sustainability

Objective: 3.7 (a) - Coordinate and support the installation of electric vehicle charging stations at the administration office and operations center

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0 Completed
Comments/Notes: In Progress
 New Objective

Objective: 3.7 (b) - Research coverage and premium options for the district's general liability, property and workers' compensation insurance

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0 Completed
Comments/Notes: In Progress
 New Objective

Objective: 3.7 (c) - Perform random testing of 10 percent (300) meters (1" and smaller) changed out in the meter replacement program and track program effectiveness and accuracy compliance with AWWA C700

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0 Completed
Comments/Notes: Annual Objective. In Progress
 New Objective

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Objective: 3.7 (d) - Complete the five year review of the district's document retention and destruction schedule

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 3.7 (e) - Test and calibrate all 3-inch and larger meters

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 3.7 (f) - Continue to improve the budget document in conjunction with implementation of the new financial reporting system using guidance from GFOA

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2019 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

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) - Complete replacement of check valves at Dictionary Hill hydro system

Department: Water Quality FY: 2017-18 Due Date: 2/28/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.2 (b) - Complete rehabilitation of valves and piping in the Cuyamaca vault

Department: Water Quality FY: 2017-18 Due Date: 3/31/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Water Quality FY: 2013-14 Due Date: 6/30/2018 % Complete: 50
Comments/Notes: Static progress - delayed to accommodate higher priority projects.

- Completed
- In Progress
- New Objective

Objective: 4.2 (d) - Conduct landscape review and site master plan

Department: Operations FY: 2016-17 Due Date: 6/30/2018 % Complete: 30
Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (e) - Replace safety and primary operating components on the Fletcher Hills 2 tank elevator

Department: Water Quality FY: 2016-17 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Project delayed until fiscal year 2017-18. New cost estimate is required.

Completed

In Progress

New Objective

Objective: 4.2 (f) - Video inspect 2,400 feet of 27-inch concrete cylinder pipe in Main Street, Lemon Grove

Department: Operations FY: 2016-17 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Not completed during fiscal year 2016-17 due to staffing shortage. Moved to fiscal year 2017-18.

Completed

In Progress

New Objective

Objective: 4.2 (g) - Coordinate and support the replacement of the treatment plant's roof (administration building) and HVAC

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

Completed

In Progress

New Objective

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

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

Completed

In Progress

New Objective

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

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

Completed

In Progress

New Objective

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (j) - Integrate HVAC management system district-wide

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.2 (k) - Replace a minimum of 75 small gate valves (4-14 inches) in accordance with the district's capital improvement program master plan

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 4.2 (l) - Upgrade or abandon 32 substandard blow-offs in accordance with the district's distribution system improvements program

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 4.2 (m) - Replace 74 plastic water service laterals with copper in accordance with the district's distribution system improvement program

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 4.2 (n) - Upgrade four pressure system interconnects in accordance with the district's distribution system improvements program

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: 4.2 (o) - Complete Phase 1 of the treatment plant security camera replacement project

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.2 (p) - Replace 42-inch flume valve actuator and move controls above ground

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.2 (q) - Coordinate and support the replacement of the administration office parking deck coating system

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Goal: 4.5 - General - Infrastructure

Strategic Focus Area 4 - Infrastructure

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

Department: Administrative Services FY: 2015-16 Due Date: 9/30/2017 % Complete: 60

Comments/Notes: Staff completed the AMI billing interface program and is now exploring using the same technology to develop the handheld program interface.

- Completed
- In Progress
- New Objective

Objective: 4.5 (b) - Update property boundary information for weed abatement master list (35 total)

Department: Engineering FY: 2016-17 Due Date: 9/30/2017 % Complete: 90

Comments/Notes: 30 of 35 are complete.

- Completed
- In Progress
- New Objective

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

Department: Water Quality FY: 2015-16 Due Date: 12/30/2017 % Complete: 80

Comments/Notes: Working with SDCWA to gather additional information about the aqueduct system.

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2013-14 Due Date: 12/31/2017 % Complete: 70

Comments/Notes: All easement pipelines subject to abandonment have been identified. Currently compiling into a prioritized master plan.

- Completed
- In Progress
- New Objective

Objective: 4.5 (e) - Upgrade Helix 1B and Helix 2 Programmable Logic Controllers (PLC) and panels

Department: Water Quality FY: 2015-16 Due Date: 12/31/2017 % Complete: 63

Comments/Notes: Helix 2 is 100 percent complete; Helix 1B materials have been ordered and the programming started. Current work (Vista MCC and Fletcher 2 pump station) taking priority.

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: 4.5 (f) - Formalize the district's distribution system improvement master plan

Department: Operations FY: 2016-17 Due Date: 12/31/2017 % Complete: 90
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.5 (g) - Replace fluoride bulk chemical storage tank

Department: Water Quality FY: 2017-18 Due Date: 1/1/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2015-16 Due Date: 6/30/2018 % Complete: 30
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.5 (i) - Evaluate lake boat dock for repair or rehabilitation estimate

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: 4.5 (k) - Abandon two substandard pipelines and quitclaim related easements

Department: Operations FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 4.5 (l) - Complete installation of lightening arrestors at 3 hydro stations

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.5 (m) - Prepare predesign report for transmission main condition assessment

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.5 (n) - Evaluate prequalification for emergency pipeline projects

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 4.5 (o) - Complete 50 quitclaims

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0
Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: 4.5 (p) - Issue requests for proposals for as-needed structural, environmental and geotechnical engineer services to support the engineering department

Department: Engineering FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2012-13 Due Date: 6/30/2019 % Complete: 0

Comments/Notes: Pending ERP Phase 3/GIS upgrade.

- Completed
- In Progress
- New Objective

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 tracer study of Lake Jennings to validate lake model as part of the East County Advanced Water Purification Project

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

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.

Strategic Focus Area 5 - Water Resources

Objective: 5.2 (a) - Ensure the district remains in compliance with current State Water Resources Control Board and Department of Water Resources regulations with respect to reporting water use and related data

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 5.2 (b) - Continue to monitor proposed state regulations to continue to advocate on behalf of the district's ratepayers and to evaluate the impact new regulations may have on district customers

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Goal: 5.4 - General - Water Resources

Objective: 5.4 (a) - Develop and implement water quality and treatment optimization plan to address source water quality change

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 6 - Optimizing Technology

Goal: 6.4 - General - Optimizing Technology

Objective: 6.4 (a) - Implement and evaluate cellular AMI pilot project

Department: Operations FY: 2016-17 Due Date: 9/30/2017 % Complete: 90

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: 6.4 (b) - Present AMI pilot project findings.

Department: Operations FY: 2017-18 Due Date: 10/30/2017 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 6.4 (c) - Research, evaluate and, if feasible, migrate the customer self-service web portal (CSS) to a responsive design web framework such as Bootstrap

Department: Administrative Services FY: 2017-18 Due Date: 12/31/2017 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 6.4 (d) - Migrate Mobile, Server, Software Asset tracking from Request Tracker to LANSweeper

Department: Administrative Services FY: 2017-18 Due Date: 12/31/2017 % Complete: 5

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 6.4 (e) - Upgrade WebDAV server to latest Operating System release

Department: Administrative Services FY: 2017-18 Due Date: 3/31/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 6.4 (f) - Upgrade to the latest version of OnBase 16/17

Department: Administrative Services FY: 2017-18 Due Date: 4/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: 6.4 (g) - Implement remote monitoring of Lake Cuyamaca flow and level measurement

Department: Water Quality FY: 2016-17 Due Date: 6/30/2018 % Complete: 80

Comments/Notes: Level sensor installation and integration into NOAA data is pending.

Completed

In Progress

New Objective

Objective: 6.4 (h) - Scan five years of capital project work orders into the Enterprise Content Management System

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

Completed

In Progress

New Objective

Objective: 6.4 (i) - Develop variables, entry forms, reports and interfaces in WIMS to improve efficiency of systems reporting

Department: Water Quality FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

Completed

In Progress

New Objective

Objective: 6.4 (j) - Plan, design and implement core GIS functions on the Esri ArcGIS Enterprise platform including GIS data conversion from legacy Smallworld VMDS to ArcGIS geodatabase format

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 10

Comments/Notes:

Completed

In Progress

New Objective

Objective: 6.4 (k) - Upgrade domain controllers at all locations

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

Completed

In Progress

New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: 6.4 (l) - Continue to expand the use of the Enterprise Content Management System in the engineering department and vault areas

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 6.4 (m) - Scan the vault's alpha files into the Enterprise Content Management System

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 6.4 (n) - Evaluate alternative server virtualization technologies

Department: Administrative Services FY: 2017-18 Due Date: 9/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2014-15 Due Date: 6/30/2019 % Complete: 25

Comments/Notes: Pending ERP Phase 3/GIS upgrade.

- Completed
- In Progress
- New Objective

Objective: 6.4 (p) - Acquire GPS coordinate information for easement and main transmission line patrol routes and associate with GIS

Department: Engineering FY: 2016-17 Due Date: 6/30/2019 % Complete: 10

Comments/Notes: Pending ERP Phase 3/GIS upgrade.

- Completed
- In Progress
- New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: 6.4 (q) - Implement enterprise resource planning (ERP) system as part of Phase 2 of the HP Replacement Project covering finance, accounting, inventory, human resources and payroll functions

Department: Administrative Services FY: 2017-18 Due Date: 9/30/2019 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

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) - Continue to educate district ratepayers on the value and cost of water via the district's website, materials, classes and other educational events

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Objective: 7.1 (b) - Focus on community engagement through the district's Water Talks, Helix Helps and community presentation/outreach programs to educate customers regarding the district's operation and the people, process and cost of providing water 24/7, 365 days a year

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

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.

Strategic Focus Area 7 - Public Education & Outreach

Objective: 7.3 (a) - Continue to update the district's website to keep it fresh and informative

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Goal: 7.4 - General - Public Education and Outreach

Objective: 7.4 (a) - Apply for and continue to meet the requirements for the Special District Leadership Foundation District Transparency Certificate of Excellence

Department: Administrative Services FY: 2017-18 Due Date: 6/30/2018 % Complete: 0

Comments/Notes:

- Completed
- In Progress
- New Objective

Helix Water District - Strategic Work Plan

Strategic Focus Area 1 - Customer Service

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, select and contract for credit card and ACH payment processing services in support of the customer self-service portal**

Department: Administrative Services FY: 2016-17 Due Date: 6/1/2017 % Complete: 100

Comments/Notes:

Completed

In Progress

New Objective

Strategic Focus Area 2 - Employees

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

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

Department: Administrative Services FY: 2014-15 Due Date: 12/31/2016 % Complete: 100

Comments/Notes: Finished pilot group on 01/23/17; next group will run February - June 2017.

Completed

In Progress

New Objective

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) - 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**

Department: Administrative Services FY: 2014-15 Due Date: 12/31/2016 % Complete: 100

Comments/Notes: Tied to Career Development Plan.

Completed

In Progress

New Objective

Strategic Focus Area 2 - Employees

Goal: 2.4 - General - Employees

Objective: **2.4 (a) - Arrange for an industrial hygiene survey on the district's asbestos cement pipe practices to ensure the district is in compliance with Cal/OSHA permissible exposure limits and landfill disposal requirements**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: 100

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **2.4 (b) - Develop a training plan for all engineering department staff level job classifications**

Department: Engineering FY: 2016-17 Due Date: 6/30/2017 % Complete: 100

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **2.4 (c) - Perform 30 hours of training for SCADA/Instru./Elec. Technicians on Programmable Logic Controllers (PLC) programming, database management and wireless ethernet protocols. Prepare documentation of training hours and materials used**

Department: Water Quality FY: 2016-17 Due Date: 6/30/2017 % Complete: 100

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

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.

Objective: **3.4 (a) - Explore the feasibility of issuing bonds to fund infrastructure projects**

Department: Engineering FY: 2016-17 Due Date: 6/30/2017 % Complete: 100

Comments/Notes: Report presented to the board through a consultant evaluation at Committee of the Board meeting in the fall of 2016.

- Completed
- In Progress
- New Objective

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

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) - Implement new tipi venue at the Lake Jennings Campground

Department: Water Quality FY: 2016-17 Due Date: 6/30/2017 % Complete: 100

Comments/Notes: All five tipi's have been installed and are available for use.

- Completed
- In Progress
- New Objective

Goal: 3.7 - General - Fiscal Integrity and Sustainability

Objective: 3.7 (a) - Develop standard operating procedures for executing a Request for Quote and a Request for Proposal and upload to SharePoint

Department: Operations FY: 2016-17 Due Date: 10/1/2016 % Complete: 100

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 3.7 (b) - Conduct facilities-based energy audit and develop implementation plan

Department: Operations FY: 2016-17 Due Date: 12/1/2016 % Complete: 100

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: 3.7 (c) - Complete an analysis of regularly contracted trades and develop a master spreadsheet to readily identify contractual requirements when executing contracts with those trades (i.e. public works, prevailing wage, type of bonding, limits of insurance, etc.)

Department: Operations FY: 2016-17 Due Date: 12/1/2016 % Complete: 100

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 3 - Fiscal Integrity & Sustainability

Objective: **3.7 (d) - Conduct an assessment of cooperative purchasing agreements and identify opportunities for savings**

Department: Operations

FY: 2016-17

Due Date: 3/1/2017

% Complete: **100**

Completed

Comments/Notes:

In Progress

New Objective

Strategic Focus Area 4 - Infrastructure

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) - Repair administration office atrium**

Department: Operations

FY: 2016-17

Due Date: 12/1/2016

% Complete: **100**

Completed

Comments/Notes:

In Progress

New Objective

Objective: **4.2 (b) - Upgrade five variable air valve boxes in the administration office HVAC system**

Department: Operations

FY: 2016-17

Due Date: 3/1/2017

% Complete: **100**

Completed

Comments/Notes:

In Progress

New Objective

Objective: **4.2 (c) - Rehabilitate and standardize three tank altitude valves**

Department: Water Quality

FY: 2016-17

Due Date: 4/30/2017

% Complete: **100**

Completed

Comments/Notes:

In Progress

New Objective

Strategic Focus Area 4 - Infrastructure

Objective: **4.2 (d) - Upgrade operations center HVAC system controllers**

Department: Operations FY: 2016-17 Due Date: 5/1/2017 % Complete: **100**
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **4.2 (e) - Upgrade the operations center fire alarm system**

Department: Operations FY: 2016-17 Due Date: 6/15/2017 % Complete: **100**
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **4.2 (f) - Carpet replacement plan**

Department: Operations FY: 2013-14 Due Date: 6/30/2017 % Complete: **100**
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **4.2 (g) - Assess fleet operations and vehicle refurbishment/replacement schedule**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**
Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **4.2 (h) - Upgrade or abandon 36 substandard blow-offs in accordance with the district's distribution system improvements program**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**
Comments/Notes: Annual Objective.

- Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: **4.2 (i) - Replace a minimum of 75 small gate valves (4-14 inches) in accordance with the district's capital improvement program master plan**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **83**

Comments/Notes: Annual Objective. Not completed during fiscal year 2016-17 due to staffing shortage.

- Not Completed
- In Progress
- New Objective

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

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **84**

Comments/Notes: Annual Objective. Not completed during fiscal year 2016-17 due to staffing shortage.

- Not Completed
- In Progress
- New Objective

Objective: **4.2 (k) - Begin short segment internal cast-iron replacement program in accordance with the district's capital improvement program master plan (\$100,000, Sch. 64, Item 23)**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **27**

Comments/Notes: Not completed during fiscal year 2016-17 due to staffing shortage.

- Not Completed
- In Progress
- New Objective

Objective: **4.2 (l) - Conduct facility condition assessments for administration office, operations center, treatment plant and two pump stations and develop medium-term implementation plan**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Goal: 4.5 - General - Infrastructure

Strategic Focus Area 4 - Infrastructure

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

Department: Engineering FY: 2013-14 Due Date: 7/1/2016 % Complete: **100** Completed
Comments/Notes: In Progress
 New Objective

Objective: **4.5 (b) - Develop greenhouse gas inventory**

Department: Operations FY: 2016-17 Due Date: 11/15/2016 % Complete: **100** Completed
Comments/Notes: In Progress
 New Objective

Objective: **4.5 (c) - Establish a large diameter cement mortar lined and coated pipe inventory**

Department: Operations FY: 2016-17 Due Date: 1/15/2017 % Complete: **100** Completed
Comments/Notes: In Progress
 New Objective

Objective: **4.5 (d) - Perform support functions in the condition assessment of Aqueduct No. 2**

Department: Operations FY: 2016-17 Due Date: 2/10/2017 % Complete: **100** Completed
Comments/Notes: In Progress
 New Objective

Objective: **4.5 (e) - Paint east sedimentation bridge**

Department: Water Quality FY: 2015-16 Due Date: 5/31/2017 % Complete: **100** Completed
Comments/Notes: Project complete; minor touch up before close out. In Progress
 New Objective

Strategic Focus Area 4 - Infrastructure

Objective: *4.5 (f) - Complete study of Lake Cuyamaca memorandum of understanding with the wildlife agencies and the Lake Cuyamaca Recreation and Park District*

Department: Engineering FY: 2013-14 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Water Quality FY: 2015-16 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2015-16 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Engineering FY: 2015-16 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

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

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **85**

Comments/Notes: Annual Objective. Not completed during fiscal year 2016-17 due to staffing shortage.

- Not Completed
- In Progress
- New Objective

Strategic Focus Area 4 - Infrastructure

Objective: **4.5 (k) - Upgrade security alarm panels and install additional security cameras at the operations center; install exterior lighting at the administration office**

Department: Operations

FY: 2016-17

Due Date: 6/30/2017

% Complete: 100

Comments/Notes:

Completed

In Progress

New Objective

Objective: **4.5 (l) - Prepare and distribute the 2015 Annual Cathodic Protection Report**

Department: Engineering

FY: 2016-17

Due Date: 6/30/2017

% Complete: 100

Comments/Notes:

Completed

In Progress

New Objective

Objective: **4.5 (m) - Update engineering department website to improve communication of professional service agreements and other engineering-related projects**

Department: Engineering

FY: 2016-17

Due Date: 6/30/2017

% Complete: 100

Comments/Notes: Annual Objective.

Completed

In Progress

New Objective

Objective: **4.5 (n) - Create a statement of qualifications database for professional services**

Department: Engineering

FY: 2016-17

Due Date: 6/30/2017

% Complete: 100

Comments/Notes:

Completed

In Progress

New Objective

Objective: **4.5 (o) - Identify and abandon substandard pipeline easements (\$60,000/yr)**

Department: Operations

FY: 2016-17

Due Date: 6/30/2017

% Complete: 27

Comments/Notes: Annual Objective. Not completed during fiscal year 2016-17 due to staffing shortage.

Not Completed

In Progress

New Objective

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 Lake Jennings Hydrodynamic Model development as part of the East County Advanced Water Purification Project

Department: Water Quality FY: 2016-17 Due Date: 2/28/2017 % Complete: 100 Completed

Comments/Notes: Project is completed and reported to the East County advanced water purification independent advisory panel. In Progress

New Objective

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) - Continue to keep the ratepayers informed of the changing drought conditions and regulations

Department: Administrative Services FY: 2016-17 Due Date: 6/30/2017 % Complete: 100 Completed

Comments/Notes: In Progress

New Objective

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

Department: Water Quality FY: 2014-15 Due Date: 6/30/2018 % Complete: 50 Completed

Comments/Notes: Due to work with Padre Dam on the use of Lake Jennings for AWT water and the potential for this to substantially change the way Lake Jennings is operated, this project is postponed. In Progress

New Objective

Goal: 5.4 - General - Water Resources

Strategic Focus Area 5 - Water Resources

Objective: **5.4 (a) - Develop an agreement with the city of San Diego, county of San Diego, Lakeside Water District and Padre Dam Municipal Water District to designate formation of a Groundwater Sustainability Agency in accordance with the Sustainable Groundwater Management Act for the El Monte Basin**

Department: Water Quality

FY: 2016-17

Due Date: 6/30/2017

% Complete: 100

Completed

Comments/Notes: Helix withdrew from filing as a groundwater sustainability agency. Padre Dam, Lakeside, city of San Diego and the county of San Diego filed as groundwater sustainability agencies with the Department of Water Resources by the deadline.

In Progress

New Objective

Objective: **5.4 (b) - Develop calibration and alternative diversion report to satisfy the State Water Resources Control Board's diversion regulation (SB 88) for Diverting Dam, South Fork, Cuyamaca and Quail Creek (Lake Jennings) diversions**

Department: Water Quality

FY: 2016-17

Due Date: 6/30/2017

% Complete: 100

Completed

Comments/Notes: Reports are completed for Diverting Dam, South Fork, Cuyamaca and Lake Jennings.

In Progress

New Objective

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) - Research, identify and document key GIS customizations, data entities, programs and work flow processes; this information will be utilized in the ERP Phase 3 procurement and gap analysis**

Department: Administrative Services

FY: 2016-17

Due Date: 6/1/2017

% Complete: 100

Completed

Comments/Notes:

In Progress

New Objective

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

Department: Administrative Services

FY: 2015-16

Due Date: 6/30/2017

% Complete: 100

Completed

Comments/Notes:

In Progress

New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.1 (c) - Continue to expand the use of the Enterprise Content Management System especially in the engineering department and vault areas**

Department: Administrative Services FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

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**

Department: Administrative Services FY: 2014-15 Due Date: 12/31/2020 % Complete: 5

Comments/Notes: Postponed - will reinstate after ERP Phase 3.

- Completed
- In Progress
- New Objective

Goal: 6.4 - General - Optimizing Technology

Objective: **6.4 (a) - Research AMI System**

Department: Admin. Svcs/Operations FY: 2015-16 Due Date: 12/30/2016 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **6.4 (b) - Develop a fire service installation tracking database**

Department: Engineering FY: 2016-17 Due Date: 12/31/2016 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.4 (c) - Research, evaluate and procure enhanced security monitoring software and hardware**

Department: Administrative Services FY: 2016-17 Due Date: 4/30/2017 % Complete: **100**

Comments/Notes: Server built, software installed and configured.

- Completed
- In Progress
- New Objective

Objective: **6.4 (d) - Deploy secondary radio network between the administration office and operations center**

Department: Administrative Services FY: 2016-17 Due Date: 5/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **6.4 (e) - Deploy network attached storage devices at operations center and treatment plant for data replication purposes**

Department: Administrative Services FY: 2016-17 Due Date: 5/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **6.4 (f) - For the primary purpose of disaster recovery, deploy new virtual infrastructure at the operations center to support ERP, ECMS, email and customer self-service**

Department: Administrative Services FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Objective: **6.4 (g) - Evaluate and test ultrasonic meters (cost, accuracy, life expectancy)**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

Strategic Focus Area 6 - Optimizing Technology

Objective: **6.4 (h) - Identify and evaluate warehouse and inventory technology best practices**

Department: Operations FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes:

- Completed
- In Progress
- New Objective

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) - Assist with outreach efforts to ensure ratepayers understand the technical work our employees perform**

Department: Administrative Services FY: 2014-15 Due Date: 12/31/2016 % Complete: **100**

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

- Completed
- In Progress
- New Objective

Objective: **7.1 (b) - Partner with the Water Conservation Garden to increase education and outreach to district customers**

Department: Administrative Services FY: 2016-17 Due Date: 6/30/2017 % Complete: **100**

Comments/Notes: District staff participated in several events at The Garden this FY: Fall Plantstravaganza; Spring Garden/Butterfly Festival; and Customer Appreciation Day. The district has promoted these events via website, bill inserts and through NextDoor.

- Completed
- In Progress
- New Objective