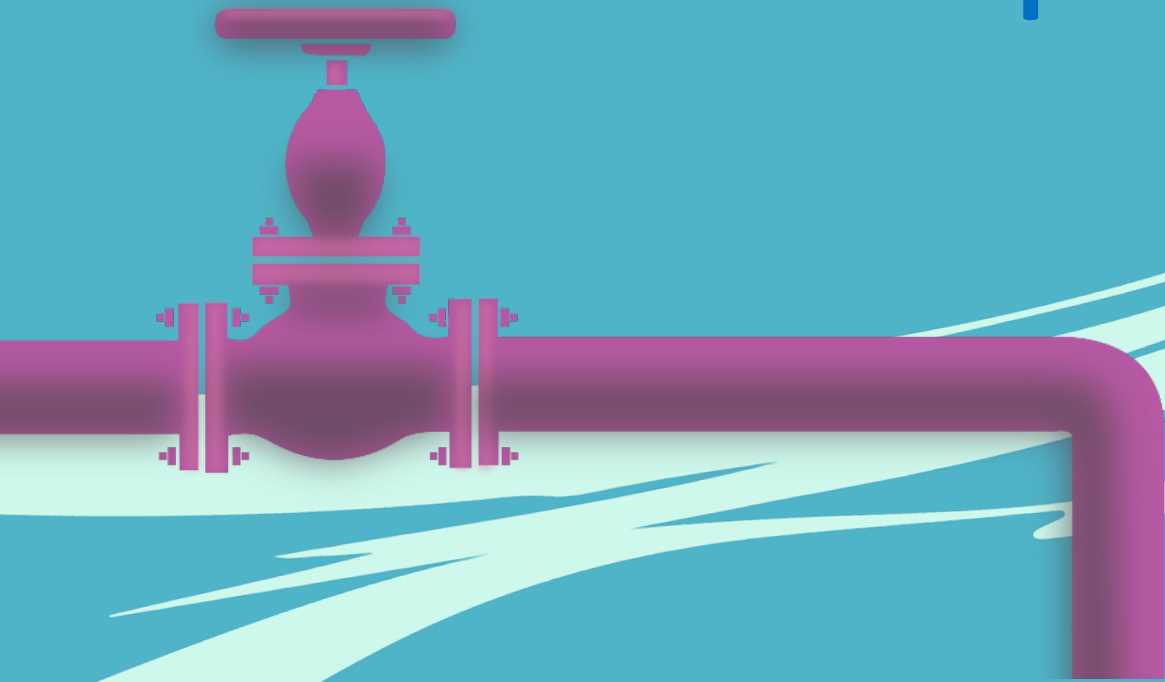


SMWD

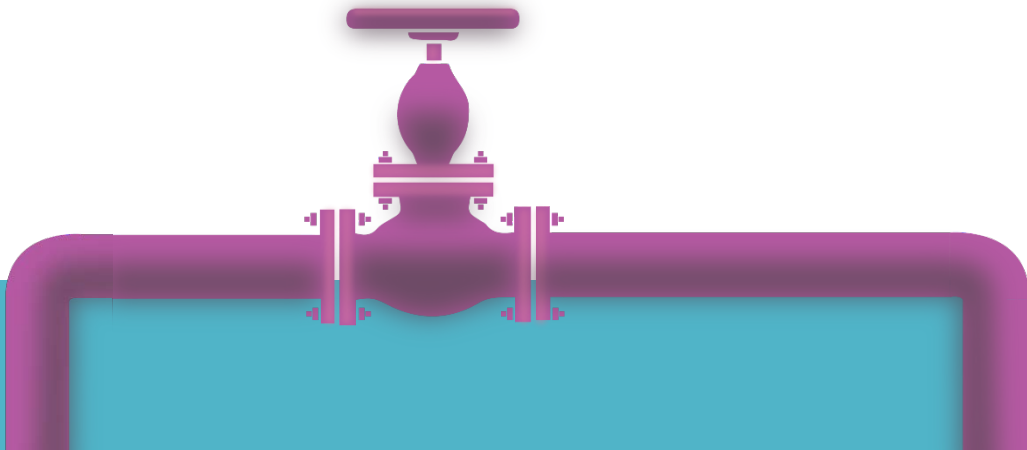
Strategic Plan Update



JANUARY 2016 STRATEGIC GOALS

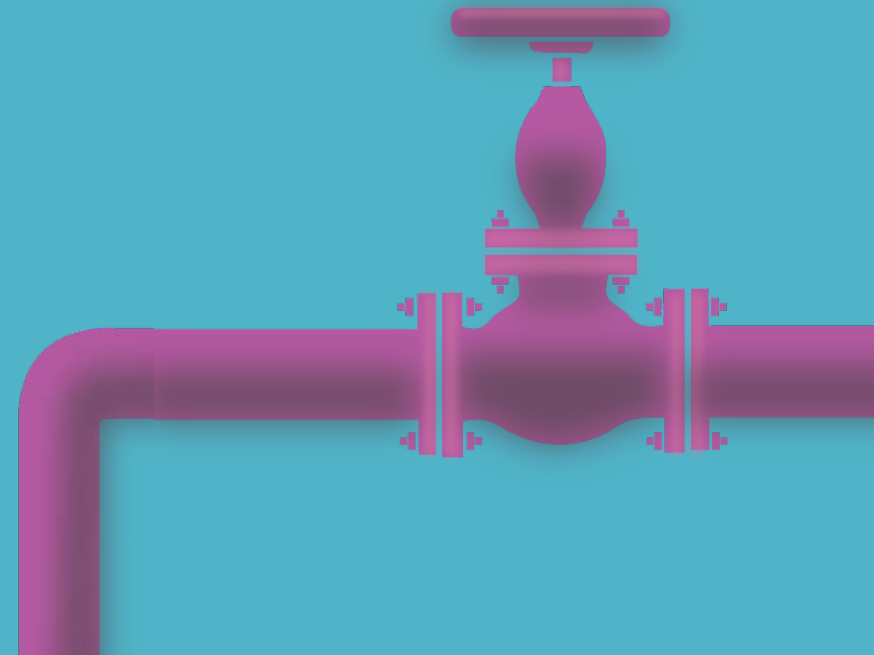


- The District will have 10,000-14,000 AF of MWD alternative water supply by 2030
- The District will have 6 months of storage by 2030
- The District will recycle 100% of its wastewater by 2019



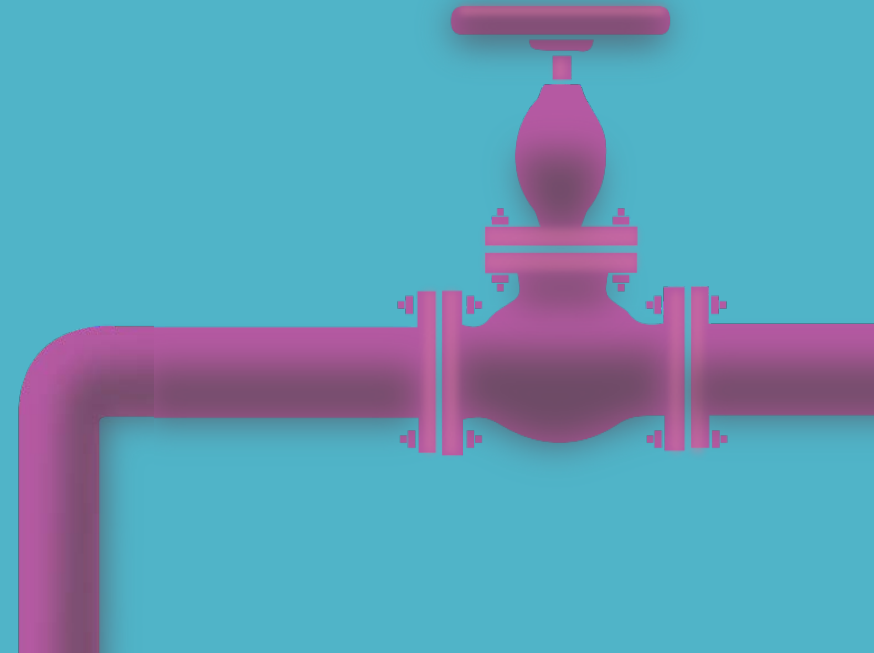
WHAT ARE WE DOING?

- Developing business plan—a first for the District
- Departments are building business plan piece by piece; NOT yet completed
- Inputs include budget, long range financial plan, recycled water master plan, MET rate study, long-range econometric study, urban water management plan and metrics developed by each department.



WHAT WILL OUR BUSINESS PLAN LOOK LIKE?

1. Mission Statement
2. Strategic Goals
3. Guiding Objectives
4. Tactics
5. Projects
 - a) Deliverables
 - b) Schedule
 - c) Responsibility
 - d) Metrics
6. Budget



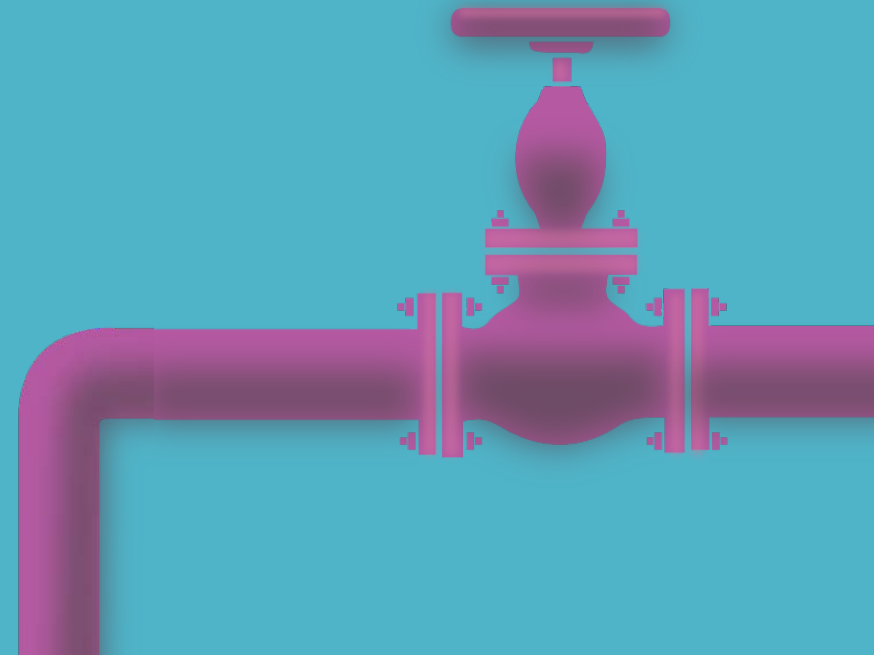
DEFINITIONS

- Strategic Objectives

- ✓ Board sets the direction and scope for the District over the long term
- ✓ Always involves Board direction
- ✓ Board reviews progress and schedule regularly

- Core Objectives

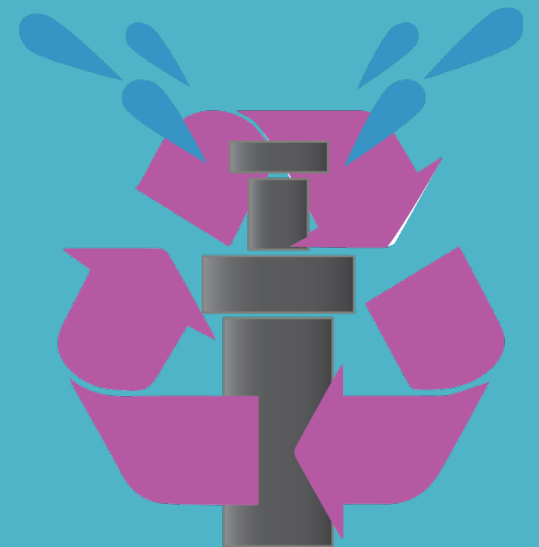
- ✓ Day-to-day activities
- ✓ Usually in the background
- ✓ Ensure sustainability of the District
- ✓ General Manager Reviews and reports to Board quarterly on benchmarks



Suggested Guiding Objectives

- Water Supply Adequacy
- Financial Sustainability and Integrity
- Infrastructure and Operational Reliability
- High Quality Product
- Business Process Efficiency
- High Performance Workforce
- Effective Community Relations and Customer Satisfaction
- Environmental Stewardship

Guiding Objectives



Suggested Guiding Objectives

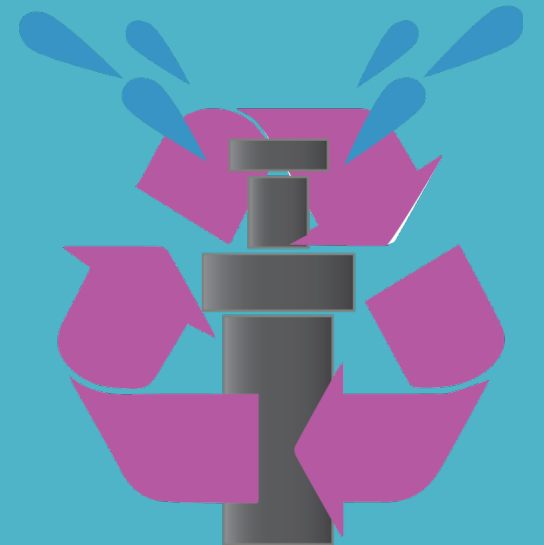
Strategic

- Water Supply Adequacy
- Financial Sustainability and Integrity

Core

- Infrastructure and Operational Reliability
- High Quality Product
- Business Process Efficiency
- High Performance Workforce
- Effective Community Relations and Customer Satisfaction
- Environmental Stewardship

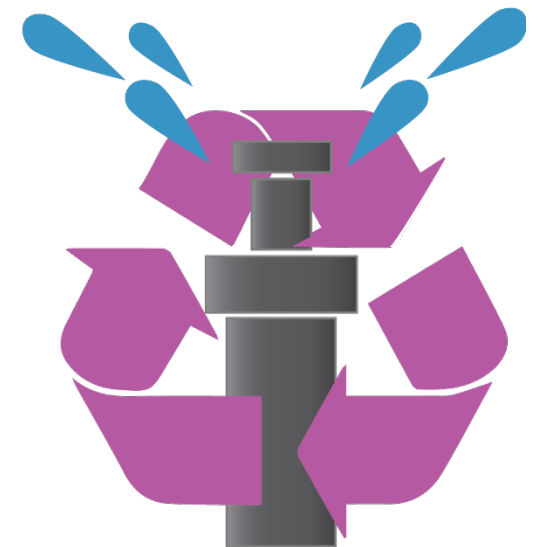
Guiding Objectives



Ensure that the District has enough available water in the future for our customers given drought conditions, reduced supplies and increasing costs.

Ensure that the District will have the financial capability to construct and protect the necessary infrastructure including a delivery system, storage facilities and treatment facilities.

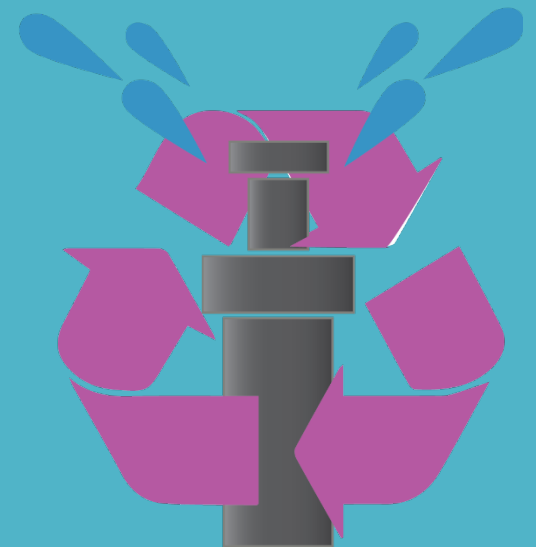
Water Supply
Adequacy
Financial
Sustainability
and Integrity



STRATEGIC

- Water Supply Adequacy
 - Sample projects
 - ✓ First phase of San Juan Watershed development
 - ✓ Initiate construction of Trampas Recycled Water Seasonal Storage Reservoir
- Financial Sustainability and Integrity
 - Sample Projects
 - ✓ Finalize Financial Masterplan develop appropriate rates as needed
 - ✓ Plan potential bond financing

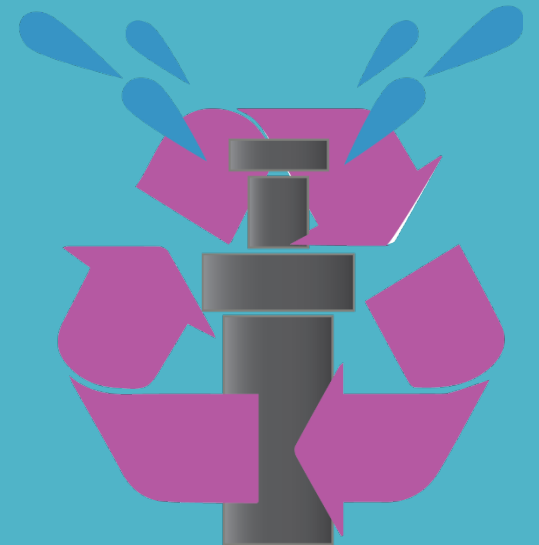
Guiding Objectives



CORE

- Operational Reliability
- High Quality Product
- Business Process Efficiency
- High Performance Workforce
- Effective Community Relations and Customer Satisfaction
- Environmental Stewardship
- Water Supply Adequacy
- Financial Sustainability and Integrity

Guiding Objectives



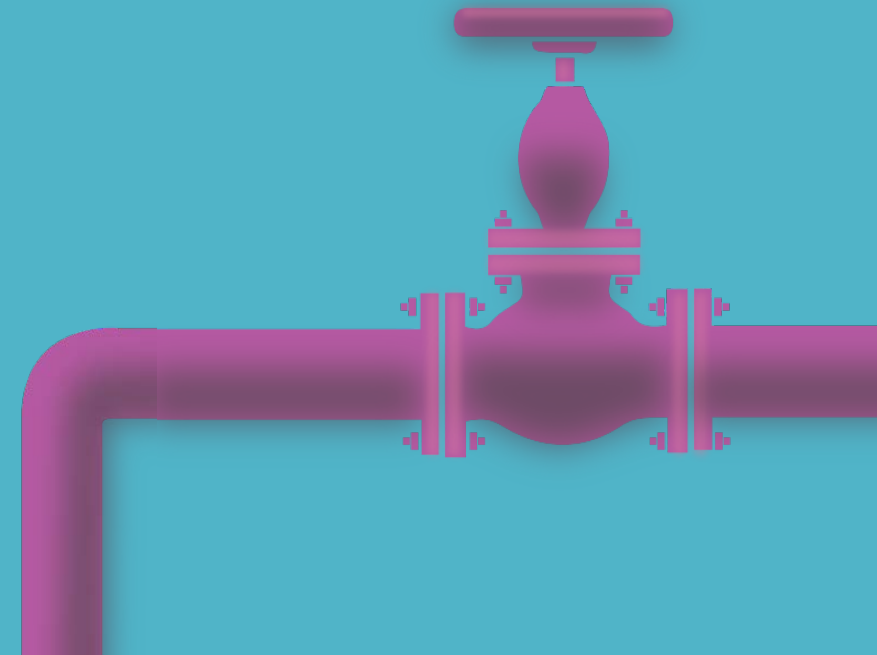
INFRASTRUCTURE AND OPERATIONAL RELIABILITY

TO ENSURE DELIVERY OF WATER AND COLLECTION OF SEWAGE WHILE PROTECTING THE DISTRICT'S INVESTMENT IN ITS INFRASTRUCTURE.

HIGH QUALITY PRODUCT

TO ENSURE THAT THE DISTRICT'S WATER AND WASTEWATER QUALITY MEETS OR EXCEEDS ALL STANDARDS.

CORE GUIDING OBJECTIVES



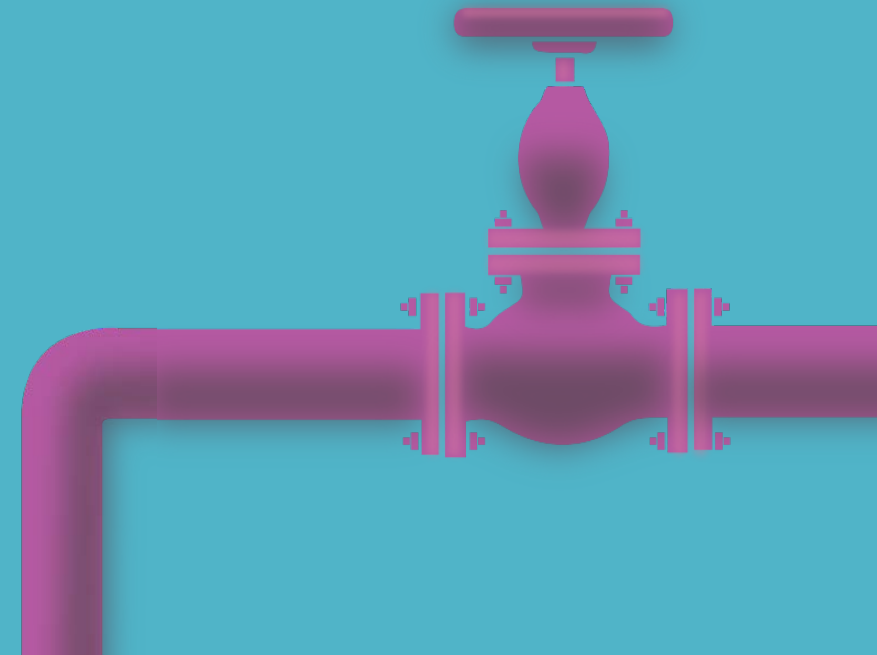
Business Process Efficiency

TO ENSURE THAT THE DISTRICT'S INTERNAL PROCESS OPERATE AT THE HIGHEST LEVEL OF EFFICIENCY SO "MORE CAN BE DONE WITH LESS".

High Performance Workforce

TO ENSURE THAT THE DISTRICT'S PEOPLE ARE WELL-TRAINED WITH DIVERSE SKILL SETS TO MEET TODAY'S CHALLENGES

CORE GUIDING OBJECTIVES



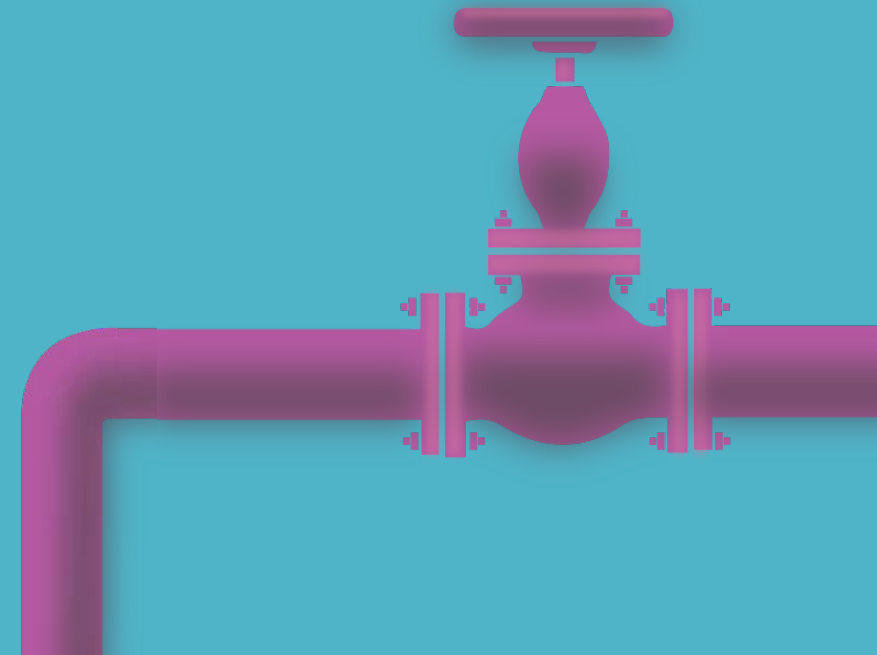
Effective Community Relations and Customer Satisfaction

TO ENSURE THAT THE DISTRICT'S CUSTOMERS RECEIVE ACCURATE AND TIMELY INFORMATION AND FOR THE DISTRICT TO CONTINUE TO BE VIEWED POSITIVELY.

Environmental Stewardship

TO EFFECTIVELY MANAGE OUR RESOURCES IN PARTNERSHIP WITH THE ENVIRONMENT

CORE GUIDING OBJECTIVES



NEXT STEPS

1. SEEKING BOARD INPUT ON BUSINESS PLAN CONCEPTS
2. COMPLETE BUSINESS PLAN AS PART OF ANNUAL BUDGET CYCLE

