

ORGANIZATIONAL GOALS AND STRATEGIES

Goal 1 : Increase organizational efficiency, effectiveness and resilience to natural disasters

Strategy 1: Conduct hazard and emergency preparedness activities

Strategy 2: Formalize continuous improvement processes across the Water Agency

Strategy 3: Increase information fluidity

Strategy 4: Integrate Water Agency data systems

Strategy 5: Continuously evaluate and utilize feasible technologies

Goal 2 : Responsibly manage Water Agency finances

Strategy 1: Pursue new sources of income, including grants, loans and private-public partnerships

Strategy 2: Minimize rate spikes and operating cost escalation

Goal 3 : Increase outreach to community and employees

Strategy 1: Improve Public Education/Awareness of Water Agency

Strategy 2: Increase community outreach on Water Agency services and projects

Strategy 3: Expand communication of the Water Agency's core business functions, mission, vision, and core values with employees, business partners and our community

Goal 4 : Ensure that organizational culture emphasizes information sharing and collaboration

Strategy 1: Continue improvement of internal communications program

Strategy 2: Develop an Agency-wide project management process that utilizes cross functional collaboration on projects, programs and proposals

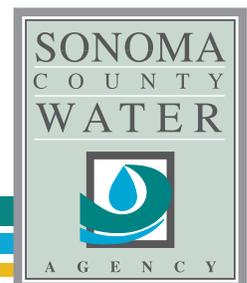
Goal 5 : Enhance workforce capabilities

Strategy 1: Increase understanding of Water Agency facilities and functions

Strategy 2: Support continuous training and career development program



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SANITATION GOALS AND STRATEGIES

Goal 1 : Meet or exceed environmental regulations and public health standards

Strategy 1 : Optimize use of existing and future technology to streamline processes

Strategy 2: Conduct long-term planning to prepare for regulatory changes and to meet operational needs

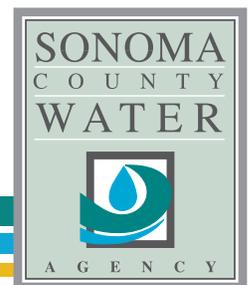
Strategy 3: Increase reuse and decrease surface water discharges of recycled water

Goal 2 : Provide adequate rate-based revenues, while pursuing new income and cost-cutting opportunities

Strategy 1: Ensure annual service charges provide adequate revenues for operations, maintenance and long-term capital needs



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ENERGY GOALS AND STRATEGIES

Goal 1: Provide “carbon free water” by reducing overall energy use, improving system efficiency, and developing and utilizing renewable energy sources

Goal 2: Pursue funding and development of renewable energy projects of broad regional benefit to generate revenue, lower county-wide emissions profile and reduce long term rate exposure risk to consumers.

Strategy 1: Improve internal Water Agency energy efficiencies

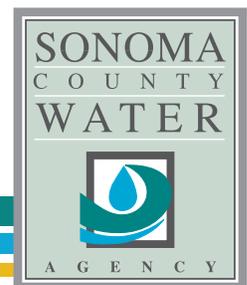
Strategy 2: Develop and maintain energy-related partnerships

Strategy 3: Develop and enhance project/ programs to support the Energy Policy

Strategy 4: Track, advocate and support legislative and regulatory aspects of energy and the energy-water nexus



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WATER SUPPLY GOALS AND STRATEGIES

Goal 1 : Work with water contractors to retain and improve the reliability of the water supply production and distribution systems, including during short- term emergencies, such as earthquakes, and during long-term challenges caused by extended droughts and global climate change.

Strategy 1: Ensure that aging infrastructure is assessed, maintained and replaced regularly

Strategy 2: Reduce the Water Transmission System’s vulnerability to earthquakes or other catastrophic events

Strategy 3: Continue preparing for long-term changes to water supply brought about by extended droughts and global climate change

Goal 2 : Protect the water agency’s existing water rights and our clean, high-quality water supply, and improve system resiliency by continuing to develop alternative supplies

Strategy 1: Continue to monitor potential changes in regional water supply, demands, and diversions

Strategy 2: Protect quality and improve scientific understanding of our existing water supply

Strategy 3: Increase local water supply, water reuse and water conservation

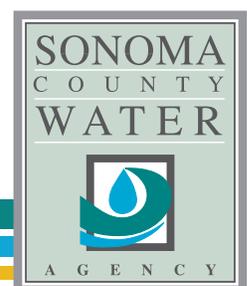
Goal 3 : Maintain stable water supply revenue source and improve operational efficiencies

Strategy 1: Ensure existing revenue structure is stable, predictable and equitable

Strategy 2: Partner with technological innovators and contractors with objective of developing concepts that can save water, increase reliability and reduce costs over the long run.



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FLOOD CONTROL GOALS AND STRATEGIES

Goal 1 : Maintain, operate and modify flood protection facilities to meet current and future public needs

Strategy 1: Maintain channels in accordance with roughness objectives, permit requirements and other applicable regulations

Strategy 2: Maintain flood control facilities in an environmentally sustainable manner

Strategy 3: Provide flood protection service in a cost-effective manner

Strategy 4: Increase awareness of flood control facilities and watershed protection

Strategy 5: Evaluate future flood protection needs by creating or updating hydrologic and hydraulic models



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