

Strategic Plan Objective (1.1.1.1)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Implement a standardized Potable and Recycled Water Customer Survey

Purpose

To establish benchmarks, track the progress, and facilitate the setting of goals for ongoing efforts. To raise customer awareness, promote the acceptance of products, services, or rates. To improve the quality of customer service.

Report Summary:

QTR 1 REPORT

 On Target

The 2006 Customer Surveys are underway. Consultants have been selected, topics to be surveys selected, and questions drafted. The surveys are estimated to be performed in mid to late November.

QTR 2 REPORT

 On Target

The 2006/2007 Customer Surveys are underway. The surveys took place in late November, and the consultants are analyzing the resulting data. The survey results are anticipated to be presented to the Board in March.

QTR 3 REPORT

 Complete

The two surveys of general customer attitudes and customer service satisfaction were presented to the Board of Directors on March 7, 2007.

QTR 4 REPORT

 Complete

See report for 3rd Q

Strategic Plan Objective (1.1.1.2)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Implement a Customer Comment Tracking Program

Purpose

To enable the District to categorize all inbound calls for the purpose of increasing customer service

Report Summary:

QTR 1 REPORT

Not Started Yet

This objective is not scheduled to start until 2007.

QTR 2 REPORT

Not Started Yet

7/1/2007 start

QTR 3 REPORT

Not Started Yet

This objective is not scheduled to start until 7/1/2007.

QTR 4 REPORT

Not Started Yet

This objective is scheduled to start in July 07.

Strategic Plan Objective (1.1.1.3)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Expand a Quality Control/Audit program to ensure quality customer service

Purpose

To increase the scope of quality program to ensure that customer are satisfied with the District's services

Report Summary:

QTR 1 REPORT

Not Started Yet

This objective is not scheduled to start until 2007.

QTR 2 REPORT

Not Started Yet

This objective is not scheduled to start until 2007.

QTR 3 REPORT

Not Started Yet

This objective is not scheduled to start until 7/1/2007.

QTR 4 REPORT

Not Started Yet

This objective is scheduled to start in July 07.

Strategic Plan Objective (1.1.1.4)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Implement an independent Customer Follow-up Program

Purpose

To develop a follow-up program with regards to customer feedbacks

Report Summary:

QTR 1 REPORT

Not Started Yet

This objective is not scheduled to start until 2007.

QTR 2 REPORT

Not Started Yet

This objective is not scheduled to start until 2007.

QTR 3 REPORT

Not Started Yet

This objective is not scheduled to start until 7/1/2007.

QTR 4 REPORT

Not Started Yet

This objective is not scheduled to start until July 07.

Strategic Plan Objective (1.1.2.1)

Scorecard Area : Customer



Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Enhance the District's Web Page and its links

Purpose

Provide user friendly access to pertinent information for our customer, employees and the public

Report Summary:

QTR 1 REPORT

On Target

Migrated Web to new data center environment. Created Public Services webpage.

QTR 2 REPORT

On Target

Placed Citrix Gateway link on web page making INET available to all Otay staff from home/off-site.

QTR 3 REPORT

On Target

Created public access to Board Committee agendas, Board Extranet access to Strategic Plan, Board access to Employee Pipeline.

QTR 4 REPORT

On Target

Created water conservation information, including water calculator for new water rates.

Strategic Plan Objective (1.1.2.2)

Scorecard Area : Customer



Owner: CYNTHIA ALCANTARA - Department: 4-Information Technology - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Evaluate and Implement the Interactive Voice Response (IVR) System

Purpose

To provide our customers the option of acquiring account information via telephone and help reduce the number of inbound calls received by the customer service representatives.

Report Summary:

QTR 1 REPORT

 On Target

PBX Implemented 8/1/08 PBX - 25% - COMPLETE

Finalize Requirements - 50% - COMPLETE

Conduct initial testing - 75% - COMPLETE

Phase 1 IVR is complete. We are turning on phase 2 - which is credit card payments over IVR in January. This was an expansion of project scope.

QTR 2 REPORT

 On Target

PBX Implemented 8/1/08 PBX - 25% - COMPLETE Finalize Requirements - 50% - COMPLETE Conduct initial testing - 75% - COMPLETE Phase 1 IVR is complete. We are turning on phase 2 - which is credit card payments over IVR when legal releases the contract for this service. Currently a patent dispute is being investigated by legal.

QTR 3 REPORT

 On Target

Payment testing has been conducted. Batch file testing is successful. Changes to auto attendant messages have been made. Pay by phone service to go live on Tuesday, May 1, 2007.

QTR 4 REPORT

 Complete

IVR functioning for credit card billing - out dialing function also tested. Expanded to 7/24 status.

Strategic Plan Objective (1.1.2.3)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Improve customer access to their account information via the Web

Purpose

To provide our customer easy access to their account through the use of the internet

Report Summary:

QTR 1 REPORT

 On Target

A plan has been developed to enhance the web with suggestions from staff and customer feedback that will be gathered from a web survey. The plan includes coordination with I.T. and public information staff.

Meetings are scheduled for next quarter to develop an implementation plan with the other departments.

QTR 2 REPORT

 On Target

Met with I.T. and Public Relations staff for input into a web survey to solicit customer feedback for web enhancements. The survey was developed and passed to I.T. for implementation. Once the surveying phase is completed the results will be analyzed to plan improvements.

We are also in the process of translating key customer service documents on the web into Spanish.

QTR 3 REPORT

 On Target

The web survey is being prepared by IT for adding to the Web site and funding has been allotted to complete English to Spanish translations of key customer service information and documents on the web.

QTR 4 REPORT

 Complete

The planning phase of this objective is complete. A mock-up of a web based customer feedback survey has been completed and key customer service documents have been identified for translations. Improvements to the customer log-in and account access process have been documented and will be addressed with the system vendor.

The implementation phase of this objective will be completed by the I.T. and public relations staff.

Strategic Plan Objective (1.1.2.4)

Scorecard Area : Customer



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Implement automated notification procedure for planned or emergency maintenance, outages or boil-water notices

Purpose

The purpose of this objective is to increase our ability to communicate with customers using automated tools and to increase productivity for staff by providing an automated tool to replace manual communications.

Report Summary:

QTR 1 REPORT

 Ahead of Target

Determine requirements 10 - COMPLETE
Purchase and install telecommunications software 30 -COMPLETE
Develop test plan among user community (OPS. CUSTOMER SERVICE. IT) 50 -COMPLETE
test simple applications 75 - In progress
explore GIS Interface for determining call areas geographically 100 - In progress

QTR 2 REPORT

 On Target

Determine requirements 10 - COMPLETE Purchase and install telecommunications software 30 -COMPLETE Develop test plan among user community (OPS. CUSTOMER SERVICE. IT) 50 -COMPLETE test simple applications 75 -Still in progress
GIS Interface for determining call areas geographically 100 - In progress

QTR 3 REPORT

 On Target

Testing continues - 2 applications outlined for implementation. Project is on track

QTR 4 REPORT

 On Target

We have completed out dialing tests for customer service but need to test for Operations - boil water notice.

Strategic Plan Objective (1.1.2.5)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Evaluate expanded use of multilingual communication program

Purpose

To evaluate different ways for the District to increase communication through multilingual media

Report Summary:

QTR 1 REPORT

 On Target

An evaluation of the need for additional communications in spanish has been completed. Three communication tools have been identified as areas to add spanish. The areas include the web, new customer literature and the IVR system (some spanish is currently offered on the system but that will be expaned with future enhancements).

QTR 2 REPORT

 On Target

Staff has identified four documents to translate into spanish so customers will have access to the information in both spanish and english.

1. District new customer welcome letter
2. Water rate and customer service tabs on the web
3. Door hangers/backside in spanish (key information only)
4. IVR/Credit card payment information (once the program is implemented)

A meeting has been scheduled with Public Information staff for assistance with the translations. Once the translations are completed a meeting will be scheduled with the I.T. staff to implement changes to the web documents.

QTR 3 REPORT

 On Target

Funding has been allotted to complete the translations. The Public Information staff is in the process of selecting a organization to complete the translations.

QTR 4 REPORT

 Complete

The assessment of various communication options and implementation plans are complete. The IVR translations are in place. The implementation of translated instructions and forms on the web and various other communication tools will implemented by I.T. and public relations staff.

Strategic Plan Objective (1.1.2.6)

Scorecard Area : Customer



Owner: CYNTHIA ALCANTARA - Department: 4-Information Technology - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Implement summary billing

Purpose

To provide our customers a summary view of all existing accounts on one bill.

Report Summary:

QTR 1 REPORT

Not Started Yet

Item will not start until Eden has modified software to accomodate summary billing.

QTR 2 REPORT

Not Started Yet

software available in release 4.2. Currently clarifying requirements with customer service.

QTR 3 REPORT

Not Started Yet

Summary billing functionality is in beta test. Waiting for a fully tested module prior to implementing.

QTR 4 REPORT

Not Started Yet

Planned for FY 2008

Strategic Plan Objective (1.1.3.1)

Scorecard Area : Customer



Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

Strategy:

Customer Satisfaction

Goal

Improve customer service by expanding employee access to OIS information

Objective

Provide secure and protected use of OIS information to employees on a 24 hour and mobile basis

Purpose

Provide data security for customer information and 24 hour access to employees via Citrix

Report Summary:

QTR 1 REPORT

On Target

Deployed 39 mobile tablets with aircards for access to IG, IMS and GIS data.

QTR 2 REPORT

On Target

Have majority of tablet computers being field tested in production.

QTR 3 REPORT

On Target

New data center infrastructure has increased availability of data to staff and the public.

QTR 4 REPORT

On Target

Added REV A aircards for staff access using larger broadband access. Increasing Internet access from 1.5 Mbps to 20.0 Mbps with OPTEMAN implementation. Installed new firewall and conducted penetration test. Began build out of COLO disaster recovery site in Operations Building.

Strategic Plan Objective (1.2.1.4)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

Strategy:

Community Outreach

Goal

Expand water conservation in new commercial and residential construction

Objective

Expand partnerships with City of Chula Vista officials, developers, and community leaders

Purpose

To continue the process of building open lines of communication with key stakeholders to promote goodwill through public involvement.

Report Summary:

QTR 1 REPORT

On Target

Staff has developing a new program to distribute motivating and topical articles on water conservation to a wide range of community newsletters. These newsletters are distributed by individual community groups to their memberships and are always looking for content. Staff believes this is new way to convey information about water conservation to new development, existing communities, and customers who might not otherwise hear these messages.

QTR 2 REPORT

On Target

Staff developed a program to distribute water conservation articles to a number of community newsletters. The articles extend water conservation messages to customers who might not otherwise hear these messages and supports efforts to position the district as a "steward of water." Staff also partnered with the Sweetwater Authority and shared advertising expenses in an effort to promote fall water conservation tips.

QTR 3 REPORT

On Target

The program to distribute water conservation articles to community newsletters is set to go. The articles extend water conservation messages to customers who might not otherwise hear these messages. Staff also worked with Chula Vista city staff on the initial "Your Community, Your Environment, Your Choice" public relations campaign. This new program is modeled after the "I Love A Clean San Diego" campaign.

QTR 4 REPORT

On Target

Staff worked closely to promote the Artificial Turf installation at Valhalla High Schools. Outreach to Chula Vista area officials occurred under the recycled water outreach program.

Strategic Plan Objective (1.2.2.2)

Scorecard Area : Customer



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Community Outreach

Goal

Maximize recycled water use

Objective

Promote acceptance of recycled water use in other geographic areas within the District's sphere of influence: North District, Rancho San Diego, and Resort Parcel-Village 13 by Otay Lakes

Purpose

The purpose is to potentially increase the market for the sale of additional recycled water. Additionally, if the RWCWRF supply can be used to supply North District markets reduced pumping requirements from existing conditions could be realized.

Report Summary:

QTR 1 REPORT

On Target

As a result of the established condition for the evaluation of the use recycled water upstream of the Lower Otay Reservoir within the planned development of Village 13, known as the Resort Parcel, the project proponents engineer completed the Overview of Water Service for Otay Ranch Village 13 report. As a result of the identified potential recycled water market areas within Jamacha Basin supplied from the Ralph W. Chapman Water Reclamation Facility the County of San Diego has installed purple piping within their Jamacha Road project.

QTR 2 REPORT

On Target

The engineering staff plans to proceed with the investigation to ascertain the institutional opportunities, challenges, and constraints to utilize recycled water within the Jamacha Basin, which is upstream of the Sweetwater Reservoir. This effort is planned to begin following the Regional Water Quality Control Board approval and issuance of the revised waste discharge permit currently under development and review by the RWQCB for use of the SBWRP recycled water. It is anticipated that the new waste discharge permit will be issued in the spring of 2007. The engineering staff identified potential recycled water market areas within Jamacha Basin supplied from the Ralph W. Chapman Water Reclamation Facility.

QTR 3 REPORT

On Target

The engineering staff plans to acquire the services of an engineering consultant to investigation, ascertain, and address the institutional opportunities, challenges, and constraints to utilize recycled water within the Jamacha Basin, which is upstream of the Sweetwater Reservoir. This effort is planned to begin following the Regional Water Quality Control Board (RWQCB) approval and issuance of the revised waste discharge permit. The RWQCB is planning to approve and issue the waste discharge permit in the spring of 2007 for use of the produced recycled water at the South Bay Water Reclamation Plant (SBWRP) and the Ralph W. Chapman Water Reclamation Facility (RWCWRF). It is anticipated that an engineering consultant may proceed with the scope of work in the fall of 2007. The engineering staff previously identified potential recycled water market areas and concept facility schemes within Jamacha Basin supplied from the RWCWRF.

QTR 4 REPORT

On Target

Strategic Plan Objective (1.2.2.2)

Scorecard Area : Customer



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

In an effort to incorporate the Otay WD North District Recycled Water System Development concept into the San Diego County effort to develop an Integrated Regional Water Management Plan (IRWMP), as managed by the San Diego County Water Authority, the engineering staff prepared and submitted an application. By inclusion of the concept into the IRWMP report it sets the stage for potential grant opportunities to help fund the concept. The engineering staff began to develop a scope of work for the purposes of acquiring the services of an engineering consultant to investigate, ascertain, and address the institutional opportunities, challenges, and constraints to utilize recycled water within the Middle Sweetwater River, known as the Jamacha Basin, which is upstream of the Sweetwater Reservoir. This effort as planned began following the Regional Water Quality Control Board (RWQCB) approval and issuance of the revised waste discharge permit. The RWQCB approved and issued the waste discharge permit in May for use of the produced recycled water at the South Bay Water Reclamation Plant (SBWRP) and the Ralph W. Chapman Water Reclamation Facility (RWCWRF). It is anticipated that an engineering consultant may proceed with the scope of work in the fall of 2007.

Strategic Plan Objective (1.2.2.4)

Scorecard Area : Customer



Owner: WILLIAM GRANGER - Department: 1-Administrative Services - FY: 2007

Strategy:

Community Outreach

Goal

Maximize recycled water use

Objective

Develop additional educational materials on beneficial uses of recycled water and best proactive case studies

Purpose

To increase public awareness regarding beneficial uses of recycled water

Report Summary:

QTR 1 REPORT

 On Target

Bids were solicited from 3 firms that have the graphics and writing ability to create up to 6 water recycling brochures and a folder promoting our recycled water program (2 of the 6 will be translated into Spanish). Bids were due at the end of the first quarter and staff is expecting to send out the notice to proceed this week. As per the RFP, the selected firm must complete their work in 90 business days. The target timeline is to have the brochures and folder available for the recycled water groundbreaking planned in spring 2007.

QTR 2 REPORT

 On Target

Four companies were given an opportunity to bid on the project and Marston and Marston was selected as the low bidder. Engineering staff has notified M&M that they have 90 days to complete the 6 brochures and related folder promoting recycled water to various audiences. The project is moving forward and expected to be complete by the end of January, 2007

QTR 3 REPORT

 Behind Target

Because of the delayed opening of the recycled water from the South Bay WTP and other outreach events, this project not completed this quarter.

Drafts of the text and graphics for the four English brochures and are currently under review and the Spanish translation of the general public brochure and the landscape professional brochures will occur shortly after the English versions are finalized.

This project is expected to be completed by the end of this fiscal year.

QTR 4 REPORT

 Complete

The two key recycled water brochures (stakeholder and general public) along with the recycled water folder were complete in time for the recycled water ribbon cutting ceremony on June 1st.

The remaining brochures (English and Spanish versions of the landscape professional brochure) were completed by the end of the fiscal year.

Strategic Plan Objective (1.2.2.5)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

Strategy:

Community Outreach

Goal

Maximize recycled water use

Objective

Expand outreach to elected local officials and community leaders to discuss the benefits of recycled water

Purpose

To promote knowledge, sustain, and foster the acceptance of recycled water usage in the Otay Water District's service area for irrigation and industrial processes, and generate a base of support for its future possible expansion into additional areas.

Report Summary:

QTR 1 REPORT

 On Target

A number of measures to promote recycled water programs are underway. The construction of the recycled water pipeline was a key feature in the fall quarterly newsletter. New recycled water brochures are being developed. Recycled water will be a feature in the upcoming Breakfast & Briefing event for the staff of elected officials, scheduled for January, 2007. And, a major media event is in the planning stage to mark the completion of the recycled water pipeline project in spring, 2007.

QTR 2 REPORT

 On Target

Staff made a presentation about recycled water to staff and instructors during Cuyamaca Colleges' Recycling Awareness Workshop on November 28th, 2006. Recycled water will be a feature in the upcoming Breakfast & Briefing on January 30, 2007. A major media event is in the planning stage to mark the completion of the recycled water pipeline project in spring, 2007.

QTR 3 REPORT

 On Target

The dedication ceremony for the recycled water supply link project is scheduled for June 1. Thus far we have commitments from Mayor Sanders and Congressman Filner. Planning for the event is ongoing.

QTR 4 REPORT

 Complete

Coordinated a dedication ceremony highlighting the completion of the recycled water project, including developing educational materials, fact sheets, brochures, speeches, a media event and press releases. Developed messages in all internal and external newsletters on beneficial uses of recycled water. Applied for and received the San Diego Taxpayer Association's Golden Watchdog award for this project.

Strategic Plan Objective (1.2.3.3)

Scorecard Area : Customer



Owner: HOSSEIN JUYBARI - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Community Outreach

Goal

Expand the Public Education Program

Objective

Promote the District's innovative water supply strategies

Purpose

To increase public awareness regarding current projects that the District are undertaking

Report Summary:

QTR 1 REPORT

On Target

Project team being formed. Have identified potential resources but not confirmed their availability.
Attended conferences to promote benefits of key water projects

QTR 2 REPORT

On Target

Internal resources for the Project have been identified. A meeting has been scheduled to develop a work plan.

QTR 3 REPORT

On Target

Held a brainstorming meeting with several staff on how to promote the District's high profile projects. Based on the input received during the meeting, the District needs to 1) Develop public outreach plan , 2) Involve stakeholders at the early stage, 3)Apply for awards and 4)Publish articles for high profile projects.

Applied and received "Utility of the Year Award" from WateReuse Association of California

QTR 4 REPORT

On Target

On June 1, 2007 the District celebrated the dedication and ground opening of the Recycled Supply Link Project.

In order to educate and publicize the use and benefits of recycled water, staff led the creation of the Recycled Water Program Brochures and folder. The brochures and the folder were distributed at June 1 event.

On June 27, 2007 staff from the District attended the "Round Table Forum" of the Marketing Professional Services Organization (SMPS) to promote the OWD's projects.

Strategic Plan Objective (1.2.3.4)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

Strategy:

Community Outreach

Goal

Expand the Public Education Program

Objective

Develop quarterly articles for Star News and Union Tribune feature

Purpose

To raise public awareness of the Otay Water District's role in the community and its services and products, to promote conservation and customer involvement, and affirm its position as a responsible and trustworthy steward of a critical public resource.

Report Summary:

QTR 1 REPORT

On Target

A water conservation op-ed piece geared for August was developed and submitted to the East County Californian. A guest article for a special south county edition of the San Diego Daily Transcript was also developed. Several press releases were also written and submitted to The Star News, Union Tribune, Daily Transcript, and East County Californian.

QTR 2 REPORT

On Target

The district's recycled water program was featured in an article which ran in the November 28th, 2006, edition of the San Diego Daily Transcript. The article also covered growth in the district, the 980-2 pump station, and the IRP.

QTR 3 REPORT

On Target

An article was submitted and appeared in South County section of The Star News on March 23rd and 30th. The article highlighted Otay's capital improvement projects and planning for the region's future. Other highlights include a press release announcing Otay as Utility of the Year appearing in the March 13th San Diego Daily Transcript, the GFOA award in the March 19th San Diego Business Journal, and bond rating upgrade in several regional publications including the East County Business News on March 27th.

QTR 4 REPORT

On Target

As a lead up to the recycled water dedication ceremony, staff developed press releases and pitched stories to the local press including the Union Tribune, the San Diego Daily Transcript and the Star News. Staff also submitted an application for the Golden Watchdog program. In late May, the Taxpayer's Association announced its candidates for the Golden Watchdog awards. Otay was one of the finalists. The next day, the Daily Transcript ran a story about the recycled pipeline bringing a "New era" to the region. On June 1, an article appeared in the UT announcing the completion of the recycled pipeline project. That story was followed by numerous articles in local newspapers regarding the dedication ceremony and the Golden Watchdog award. With the dedication ceremony on July 1, the district was highlighted on television as well.

Strategic Plan Objective (1.2.4.1)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

Strategy:

Community Outreach

Goal

Define a program for increased relations with Mexico

Objective

Identify and promote opportunities for bi-national cooperation and understanding

Purpose

To facilitate the process of building open lines of communication with stakeholders on both sides of the international border with Mexico to proactively identify and address water infrastructure issues of mutual concern, and realize potential benefits which may arise for the district and the region.

Report Summary:

QTR 1 REPORT

On Target

Continued meeting with Mexican officials and other counterparts in Mexico and remained active in bi-national forums. The district's bi-national consultant serves as Otay's representative to the Subcomite Sectorial de Asuntos Binacionales de COPLADEM meetings, which occur regularly. These meetings are well attended by officials from both sides of the border and discuss common bi-national issues including water. This is an ongoing project from 2006.

QTR 2 REPORT

On Target

The District's bi-national consultant continues to be very active in cross border forums including attending regular meetings of the Subcomite Sectorial de Asuntos Binacionales de COPLADEM and the Mecanismo Binacional del Agua (MEBINAGUA). He also represented the Otay Water District at the first Frontera Norte bi-national forum as well as the State of the City Addresses for Tijuana and Rosarito City.

QTR 3 REPORT

On Target

The bi-national consultant is continuing to coordinate on-going meetings with Mexican officials, providing valuable insights on bi-national water issues, while remaining active and facilitating bi-national water and infrastructure forums.

QTR 4 REPORT

On Target

This project is ongoing and will continue into FY 2008. The bi-national consultant participates and acts as a liaison in meetings with Mexican officials, providing important insight on bi-national activities and issues, and providing regular reports.

Strategic Plan Objective (1.3.1.2)

Scorecard Area : Customer



Owner: SUSAN CRUZ - Department: 1-Administrative Services - FY: 2007

Strategy:

Industry Involvement

Goal

Learn industry trends and promote District achievements

Objective

Promote the District's success in relevant areas by publishing white papers, applying for awards, and speaking at State and national conferences

Purpose

To aware the public regarding the District's pursuit of excellence both internally and externally

Report Summary:

QTR 1 REPORT

On Target

Administration: September 2006--Safety received SDRMA's Safety Award

Finance: August 2006--Finance received the Investment Policy Certificate of Excellence Award received from the Association of Public Treasurer's of the US and Canada

Information Technology: September 2006: Staff presented two papers at the Fall User Conference for GBA and one paper at the Strategic Planning Conference. The IT department also had two articles published in industry publications on asset management and software purchasing practices.

Operations: Staff member Jerry Munoz, serves on the American Water Works Association's Apprentiship Committee. The committee meets once a month in Los Angeles and serves the states of California and Nevada.

QTR 2 REPORT

On Target

Engineering and Admin. Svcs.-- Staff represented the District at the "Paths to Partnership Networking Forum" on Nov 2, 2006 to promote Otay's CIP projects.

Finance -- Awards received in December 2006: Excellence in Budgeting Award for FY 06-07 from CSMFO, Excellence in Public communications FY 06-07 from CSMFO, and Debt Policy Certificate of Excellence Award from the APT-US&C.

QTR 3 REPORT

On Target

Administrative Services: February 21, 2007--Water Conservation Manager made a presentation to the Helix Board of Directors regarding the District's "Cash for Plants" program.

Finance: January 2007--The Finance Department received the Distinguished Budget Presentation Award from the Government Financial Officers Association for the 2006-2007 Budget.

Engineering and Operations: March 2007--The Engineering and Water Operations Departments received the WateReuse Association's California Section Recycled Water Agency of the Year Award for 2007.

GM Office: January 2007--Provided a presentation on the the District's Recycled Water Program to the Cuyamaca College's Conservation Committee.

Engineering: March 2007--Provided a presentation on Otay WD's Recycled Water Projects to the San Diego County Water Works Group and the San Diego Metro Commission.

QTR 4 REPORT

Complete

Strategic Plan Objective (1.3.1.2)

Scorecard Area : Customer



Owner: SUSAN CRUZ - Department: 1-Administrative Services - FY: 2007

Administrative Services: April 21, 2007--Water Conservation presentation to 20 attendees of Chula Vista's first ever Naturescape Class held at McKenzie Creek Park in Chula Vista; May 2, 2007--Water conservation presentaiton to Crestwood HOA Board; May 4 & June 8, 2007--Participation via conference call in the development of the Performamnce Track Best Management Practice (BMP); May 11, 2007--Meeting of the California Irrigation Institute in Sacramento. Conservation Manager serves as a Director on the California Irrigation Institute. directors are charged with organizing the next California Irrigation Institute Annual Meeting to be held in late January 2008 in Sacramento; May 17, 2007--Presentation on the District's "Cash for Plants" program to the Water Conservation Summit Industry Work Group. This group includes local landscape contractors, landscape architects and water agency staff from various agencies; May 24, 2007--AWWA California/Nevada Water conservation Practicioner Committee Meeting via conference call. This committee members are water conservation professionals from California and Nevada and is tasked with developing a level 2 and 3 certification exam and reviewing the existing questions; June 13, 2007--Attended the quarterly meeting of the California Urban Water Conservation Council in San Francisco. The Water Conservation Manager represents the District and votes on changes to the Water Conservation BMP's. BMP 10 and 11 were revised and up for a vote at this meeting.

Information Technology: Pesented on Otay's Strategic Plan Methodology Approach to CWA's Ad Hoc Strategic Plan Committee in May 2007 and Presented at the GIS International Users Conference on Business Applications for GIS in the Water Industry in June 2007.

Engineering and Water Operations: Received an Award of Merit from the American Society of Civil Engineers for the 450 Recycled Water Reservoir and the 680 Recycled Water Pump Station in May 2007.

Strategic Plan Objective (2.1.1.1)

Scorecard Area : Financial



Owner: JOSEPH BEACHEM - Department: 3-Finance - FY: 2007

Strategy:

Financial Planning

Goal

Establish the District's long-term financial plans

Objective

Implement a long-term financing plan to support the District's Master Plan

Purpose

" To insure the ongoing financial strength of the District and avoid any unforeseen significant obstacles."

Report Summary:

QTR 1 REPORT

Not Started Yet

7/1/2008 start date following IRP and staffing studies completion

QTR 2 REPORT

Not Started Yet

This is not scheduled to begin until 2008.

QTR 3 REPORT

Not Started Yet

Not Scheduled to begin until July 2008

QTR 4 REPORT

Not Started Yet

Not scheduled to start.

Strategic Plan Objective (2.1.1.2)

Scorecard Area : Financial



Owner: JOSEPH BEACHEM - Department: 3-Finance - FY: 2007

Strategy:

Financial Planning

Goal

Establish the District's long-term financial plans

Objective

Explore adopting a Conservation-based Rate Plan gradually increasing the fixed rate percentage

Purpose

" To promote conservation through a rate structure that rewards low water consumption and also retains financial stability."

Report Summary:

QTR 1 REPORT

 On Target

Staff has been involved with the BMP 11 discussions. This budget cycle will include a review and plan for this objective.

QTR 2 REPORT

 On Target

Staff has been involved in the BMP11 meetings on a state wide level. Staff will evaluate adjustments in this budget cycle and also evaluate the establishment of winter averaging for sewer billing.

QTR 3 REPORT

 Ahead of Target

Winter averaging was presented to the Board and was approved. This is a conservation based rate structure for our sewer customers and meets the BMP11 recommendations. Staff is also reevaluating the water revenues from fixed and variable sources. Staff is adjusting this ratio and will be presenting a slight modification and rational with the May budget workshop.

QTR 4 REPORT

 Complete

Winter averaging was presented and approved by the Board. This brought Otay in line with a best management practise. Also the water rate changes for raised the fixed component of revenue from 24% to 25%.

Strategic Plan Objective (2.1.1.4)

Scorecard Area : Financial



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Financial Planning

Goal

Establish the District's long-term financial plans

Objective

Implement a long term planning process that results in a sound financial plan

Purpose

The purpose is to provide for a reliable, flexible, and cost effective appropriate level of water and sewer services to our customers with innovative water resources planning and through implementation of the planning effort outcomes.

Report Summary:

QTR 1 REPORT

Not Started Yet

A flow chart of the Engineering Planning Model was developed. The Water Resources Master Plan development is not scheduled to proceed until January 2007. The Integrated Water Resources Plan (IRP) is scheduled to be complete in March 2007. The budget identified as \$250,000 is for the IRP effort only.

QTR 2 REPORT

Not Started Yet

The preliminary planning effort for the development of the Water Resources Master Plan development is scheduled to begin in January 2007. The Integrated Water Resources Plan (IRP) is well underway and is scheduled to be complete in March 2007. The results of the IRP are planned to be incorporated into the Water Resources Master Plan.

QTR 3 REPORT

On Target

The preliminary planning effort for the development of the 2008 Water Resources Master Plan (WRMP) development began in January 2007. The rough draft scope of work and schedule for the WRMP development has been developed. It is planned to prepare a request for proposal to solicit proposals from engineering firms to prepare the 2008 WRMP. Within the draft 2008 operating budget \$300,000 has been allocated to prepare the WRMP. The Integrated Water Resources Plan (IRP) has been completed and the final report was distributed to staff and the Board of Directors in March 2007. It is scheduled to make a presentation to the Board of Directors at their April 2007 meeting. The results of the IRP are planned to be incorporated into the 2008 Water Resources Master Plan.

QTR 4 REPORT

On Target

The preliminary planning effort for the development of the 2009 Water Resources Master Plan (WRMP) development began in January 2007. The final scope of work and issuance of the request for proposal has been accomplished for the preparation of the WRMP. Within the approved 2008 operating budget \$500,000 has been allocated to prepare the WRMP and associated Program Environmental Impact Report. The Integrated Water Resources Plan (IRP) has been completed and the final report was distributed to staff and the Board of Directors in March 2007. A presentation on the IRP to the Board of Directors was made at their April 2007 meeting. The results of the IRP will be incorporated into the WRMP. It is planned to make a recommendation to award a consulting engineering contract for preparation of the WRMP at their August meeting.

Strategic Plan Objective (2.2.2.1)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

Strategy:

Controls

Goal

Improve the District's budget controls

Objective

Evaluate key business processes to ensure adequate financial controls

Purpose

To evaluate the adequacy of the District's current financial control and to develop an improve version

Report Summary:

QTR 1 REPORT

Behind Target

Finance Dept has been conducting reviews of controls over cash, phones, computers, cameras, and vehicles. These reviews are expected to be completed by 12-31-06, with findings and recommendations to District Management. Presentation to the Finance Committee will be completed by 6-30-07. A decision to hire an internal control firm has not been finalized at this time.

QTR 2 REPORT

Behind Target

Hiring of an outside firm to complete a review of Internal Controls is planned for the 3rd - 4th Quarter, with results presented to the Finance Committee by 6-30-07.

QTR 3 REPORT

Behind Target

Discussed Internal Controls process and methodology with the financial statement auditors. Recommended hiring of a different audit firm for a full Internal Controls review. Review and update of flow chart documentation begun - to be completed in next quarter.

QTR 4 REPORT

Behind Target

Objective will be completed in FY-08.

Strategic Plan Objective (2.2.2.3)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

Strategy:

Controls

Goal

Improve the District's budget controls

Objective

Perform routine financial audits

Purpose

To improve credibility and control to the District's financial position and performance

Report Summary:

QTR 1 REPORT

 On Target

Working to complete audits of telephones, computers, and autos.

QTR 2 REPORT

 Complete

Completed audits of cash, cell phones, computers, cameras and vehicles. Also completed the Agency's FY-06 year-end audit and published the Comprehensive Annual Financial Report (CAFR).

QTR 3 REPORT

 Complete

Audits completed.

QTR 4 REPORT

 Complete

Audits Completed.

Strategic Plan Objective (2.2.2.5)

Scorecard Area : Financial



Owner: RITA BELL - Department: 3-Finance - FY: 2007

Strategy:

Controls

Goal

Improve the District's budget controls

Objective

Evaluate program budgeting

Purpose

To assess the benefits of program budgeting to the District's needs

Report Summary:

QTR 1 REPORT

Not Started Yet

Not scheduled to begin.

QTR 2 REPORT

Not Started Yet

To begin work 7/1/07.

QTR 3 REPORT

Not Started Yet

To begin 7/1/07.

QTR 4 REPORT

Not Started Yet

7/1/2007 start date

Strategic Plan Objective (2.2.2.6)

Scorecard Area : Financial



Owner: RITA BELL - Department: 3-Finance - FY: 2007

Strategy:

Controls

Goal

Improve the District's budget controls

Objective

Refine the overhead and direct charging policies

Purpose

To refine the current budget policies to spread the cost fairly and accurately to all customers

Report Summary:

QTR 1 REPORT

 On Target

Due to time constraints of budget and audit, this will be examined in second quarter FY 2007, with a planned implementation for the next fiscal year.

QTR 2 REPORT

 On Target

Work has begun on this project and will continue through the 3rd Quarter. This information will be required to complete the FY 2008 budget and rate model.

QTR 3 REPORT

 On Target

Work has continued in this area and will continue through 4th quarter.

QTR 4 REPORT

 Behind Target

Work still needs to be done in this area. For FY 07 work must be done manually to allocate costs. For FY 08 we will work to add more project data so we can further automate this process.

Strategic Plan Objective (2.3.1.1)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

Strategy:

Full Cost of Services

Goal

Provide full and accurate cost accounting of District services

Objective

Develop standard and flat fee methodology for key district services

Purpose

To develop a standardized fee methodology to produce accurate cost accounting

Report Summary:

QTR 1 REPORT

Not Started Yet

N/A - Scheduled for FY-08

QTR 2 REPORT

Not Started Yet

N/A - Scheduled for FY-08

QTR 3 REPORT

Not Started Yet

N/A - Scheduled for FY-08

QTR 4 REPORT

Not Started Yet

N/A - Scheduled for FY-08.

Strategic Plan Objective (2.3.1.2)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

Strategy:

Full Cost of Services

Goal

Provide full and accurate cost accounting of District services

Objective

Assess and develop guidelines for life-cycle and activity-based costing in conjunction with IMS

Purpose

To assess current costing accounting to capture the full cost of services

Report Summary:

QTR 1 REPORT

Not Started Yet

N/A - Scheduled for FY-08

QTR 2 REPORT

Not Started Yet

N/A - Scheduled for FY-08

QTR 3 REPORT

Not Started Yet

N/A - Scheduled for FY-08

QTR 4 REPORT

Not Started Yet

N/A - Scheduled for FY-08.

Strategic Plan Objective (3.1.1.6)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Planning for Infrastructure and Supply

Goal

Meet current and future potable water demands

Objective

Improve existing and obtain additional inter-agency connections

Purpose

To improve existing agency inter-connections and add new connections to create flexibility and increase our potential for new water sources.

Report Summary:

QTR 1 REPORT

On Target

Sweetwater/Loma Lane Interconnection was completed on Sep 06 and we are in the planning stages for the Rios Avenue Interconnection with Cal American Water District.

QTR 2 REPORT

On Target

We are in the process of obtaining a consultant by RFP to design the Rios Lane Interconnection with Cal American. We anticipate design completion by June 2007 and construction completion by March 2008.

QTR 3 REPORT

On Target

We awarded a professional services contract to Jeff Heden Engineering for as-needed design services. The contract was executed in March, 2007. Jeff Heden will also design the Cal-Am interconnect.

QTR 4 REPORT

On Target

Jeff Heden is continuing design of the Cal Am interagency connection. 30% design plans are expected to be complete in the first quarter of Fiscal Year 2008.

Strategic Plan Objective (3.1.3.3)

Scorecard Area : Business Processes



Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

Strategy:

Planning for Infrastructure and Supply

Goal

Implement planned security initiatives

Objective

Perform cyber-security tests

Purpose

Perform annual penetration tests to insure our security measures are sufficient to prevent cyber attacks and identity theft

Report Summary:

QTR 1 REPORT

 On Target

This project is scheduled for early 2007 after building our new data center infrastructure.

QTR 2 REPORT

 On Target

Obtained SOW for penetration tests.

QTR 3 REPORT

 On Target

Plans in place to install new firewall and conduct cyber security test in Q4.

QTR 4 REPORT

 Complete

Installed new firewall and conducted penetration test.

Strategic Plan Objective (3.1.3.4)

Scorecard Area : Business Processes



Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

Strategy:

Planning for Infrastructure and Supply

Goal

Implement planned security initiatives

Objective

Implement a Business Resumption Plan (BRP)

Purpose

Perform annual tests to insure Otay can recover from a data center outage in a timely manner

Report Summary:

QTR 1 REPORT

On Target

Completed data center build out with separate test and production environments. Added redundant T1 line and air conditioning. Enhanced infrastructure monitoring 24/7/365.

QTR 2 REPORT

On Target

Ready to conduct security penetration test on our new Data Center.

QTR 3 REPORT

On Target

Plans being finalized for COLO, BGP/Load Balancing, redundant SAN and Tape Library for full redundancy.

QTR 4 REPORT

On Target

Completing buildout of COLO and redundant Citrix farm.

Strategic Plan Objective (3.4.1.1)

Scorecard Area : Business Processes



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Strategy:

Business Efficiency

Goal

Fully integrate the Otay Information systems (OIS)

Objective

Fully integrate the Otay Information systems (OIS)

Purpose

The District is invested in utilizing integrated systems to increase productivity and improve customer service. The OIS (Otay Information System) provides the platform for business information. Integration between systems allows for information to be shared.

Report Summary:

QTR 1 REPORT

On Target

GBA - GIS Integration is complete.
Parcel Manager and parcell refresh are in process of implementation. SCADA reporting is tested but not in production.
SCADA feed for PM is not started.

QTR 2 REPORT

On Target

We have made excellent progress in cleaning bad data using parcel refresh. Integration with GBA and GIS is working but needs some enhancement, which we are pursuing.

QTR 3 REPORT

On Target

Parcel refresh has been tested and successfully run for initial update. Further refinements are occurring. GBA- GIS Integration continues but progress is a little slow due to vendor cooperation issues. SCADA integration feed is now functional.

QTR 4 REPORT

On Target

Parcel refresh has been tested and successfully run for initial update. Further refinements are occurring. GBA-GIS Integration is in final testing. SCADA integration feed is now functional and we are seeking data dictionary.

Strategic Plan Objective (3.4.3.1)

Scorecard Area : Business Processes



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Strategy:

Business Efficiency

Goal

Develop a comprehensive Knowledge Management Plan

Objective

Explore and develop 2 process improvement objectives per year

Purpose

The purpose of this objective is to ensure that there is in place a mechanism to track the process improvements occurring at the District

Report Summary:

QTR 1 REPORT

 On Target

All 5 areas have identified 2 business process improvements and 1 area of innovation - see notes tab for details.

QTR 2 REPORT

 On Target

All areas have identified 2 business processes to improve. Actual plans for improvement need to be submitted.

QTR 3 REPORT

 On Target

Workshop scheduled for early June. This is a learning process for otay. All areas have identified 2 business processes to improve. Actual plans for improvement need to be submitted.

QTR 4 REPORT

 On Target

We held planning workshop in May. First year targets were lenient but they have been met. FY08 target processes are due in August. Need a workshop to handle this.

Strategic Plan Objective (3.4.3.2)

Scorecard Area : Business Processes



Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

Strategy:

Business Efficiency

Goal

Develop a comprehensive Knowledge Management Plan

Objective

Update the District's records management program

Purpose

Implement best practices for the District's records to insure compliance, retention and accessibility

Report Summary:

QTR 1 REPORT

On Target

Attended Records Retention Seminar. Developed strategy to document "records life cycle" for the most important documents in each department.

QTR 2 REPORT

On Target

Hired new Records Assistant. Contracted with new vendor for application support. Upgraded to latest version. Tested scanning platform.

QTR 3 REPORT

On Target

Installed Kofax Ascent scanning software with 1.3 million page scan license for major records scanning project in FY2008. Located three vendors with specific skill sets to support our RM program.

QTR 4 REPORT

On Target

Opening CIP for scanning 1.3 million pages into Application Extender (AX), label generation, TRIM migration, and revised retention schedule.

Strategic Plan Objective (3.4.4.2)

Scorecard Area : Business Processes



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Strategy:

Business Efficiency

Goal

Implement field technology solutions

Objective

Maximize the districts use of mobile, GIS and GPS technologies including route planning for maintenance crews and meter readers and locations based services

Purpose

The purpose of this objective is to ensure that the district is utilizing technology to enhance the efficiency of business processes, in this case those that can be augmented by more accurate and timely geographic information.

Report Summary:

QTR 1 REPORT

On Target

Field units deployed - Screen problem required rework.

QTR 2 REPORT

On Target

Develop field architecture - complete
Deploy mobile field laptops - complete
Deploy field work orders - complete
Deploy field solution for GIS red lines and access to "as built" - in progress
Deploy Route smart - low density solution - in testing
Deploy test LBS - complete
Deploy LBS - in progress
Fully enabled field solution - 100%

QTR 3 REPORT

On Target

Deployed mobile field laptops - Deploy field work orders - complete Deploy field solution for GIS red lines and access to "as built" - in progress Deploy Route smart - low density solution - in testing Deploy test LBS - complete Deploy LBS - in progress

QTR 4 REPORT

On Target

Deployed mobile field laptops - Deploy field work orders - complete Deploy field solution for GIS red lines and access to "as built" - in progress Deploy Route smart - low density solution - in testing Deploy test LBS - complete Deploy LBS - in progress. Adding SCADA documentation to field laptops. Exploring telecommunications systems upgrades

Strategic Plan Objective (3.4.5.4)

Scorecard Area : Business Processes



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Strategy:

Business Efficiency

Goal

Implement the Legal Plan

Objective

Ensure that significant contracts receive legal review

Purpose

The purpose of this objective is to ensure that legal contracts are properly reviewed by the general Counsel.

Report Summary:

QTR 1 REPORT

 On Target

GM reviews contracts and ensures that all contracts he sees have received review. Inet help desk application has been put in place but some contracts are still going around the process. GS Submittal for AB

QTR 2 REPORT

 On Target

GM reviews contracts and ensures that all contracts he sees have received review. Inet help desk application has been put in place but some contracts are still going around the process. AB is monitoring contracts to ensure review as well. GS Submittal for AB

QTR 3 REPORT

 On Target

On track per Aerobel & Mark

QTR 4 REPORT

 Complete

Legal has implemented Inet help desk tickets. Contracts are getting to legal as needed.

Strategic Plan Objective (4.1.1.1)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategy:

Plan for the Future

Goal

Develop Long-Term Staffing Plan

Objective

Create a Long-Term Staffing Plan

Purpose

To have a long-term understanding of District staffing requirements to budget appropriately and ensure adequate space planning.

Report Summary:

QTR 1 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 2 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 3 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 4 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

Strategic Plan Objective (4.1.2.1)

Scorecard Area : Learning and Growth



Owner: STEPHEN DOBRAWA - Department: 1-Administrative Services - FY: 2007

Strategy:

Plan for the Future

Goal

Generate a Long-Term Facility and Space Plan

Objective

Develop a Long-Term Facility and Space Plan

Purpose

To develop facility and space requirements that will meet the District's future needs.

Report Summary:

QTR 1 REPORT

Not Started Yet

Scheduled start date 6/2007

QTR 2 REPORT

Not Started Yet

Not scheduled to start.

QTR 3 REPORT

Not Started Yet

scheduled to start 6/2007

QTR 4 REPORT

Not Started Yet

7/1/2007 start date

Strategic Plan Objective (4.2.2.1)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategy:

Highly Qualified Staff

Goal

Continue to recruit and retain a highly qualified workforce

Objective

Promote the value of the District's compensation and benefits plan

Purpose

To ensure employees realize the value of the compensation and benefits package and to encourage employee retention.

Report Summary:

QTR 1 REPORT

 On Target

Sample benefit statements have been gathered and reviewed from other agencies. Human Resources (HR) staff and the Information Technology (IT) staff have met to review what data is required for the statement and how the information would be gathered. HR will be drafting a benefit statement and continuing to work with IT in the next quarter.

QTR 2 REPORT

 On Target

Human Resources finalized the benefit statement. The Information Technology Department staff worked to convert benefit statement to a report and linked it to our IG system. They are currently running tests to ensure the report is accurately linking employee data to the statement.

QTR 3 REPORT

 On Target

The final benefit statement has been routed to a few employees from each department for review and comments. Final comments will be incorporated and the benefit statement will be distributed during the fourth quarter.

QTR 4 REPORT

 Complete

Benefit statements were finalized and distributed on May 31, 2007. Human Resources received positive feedback from many employees. This statement will be issued annually.

Strategic Plan Objective (4.2.2.2)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategy:

Highly Qualified Staff

Goal

Continue to recruit and retain a highly qualified workforce

Objective

Perform a comprehensive Compensation Study

Purpose

To ensure the District provides a competitive compensation plan and to encourage employee retention and attract competitive candidates.

Report Summary:

QTR 1 REPORT

 On Target

The District solicited quotes from four firms, interviewed two firms, and selected Johnson and Associates to conduct the study.

Johnson and Associates met with the Senior Management team on September 18, 2006 to summarize the process and gather additional information regarding the organization chart and positions within the organization. The Consultant made recommendations regarding positions to survey, survey employers to include in the study, and benefits to gather information on.

Meetings are scheduled October 6, 2006 with the Employee Association and the Ad Hoc Negotiations Committee to summarize the process.

QTR 2 REPORT

 On Target

The salary and benefits survey has been conducted and reviewed by the Senior Management and management. The information was distributed to the Employee Association and a meeting has been scheduled for January 17, 2007 with the Association to answer any questions they may have.

QTR 3 REPORT

 Complete

The compensation study has been reviewed by the Ad Hoc Board Committee, Senior Management, Management, and the Employee Association. Final implementation of the study will be included with the negotiations of a successor Memorandum of Understanding with the Employee Association.

QTR 4 REPORT

 Complete

item finished in 3rd Q

Strategic Plan Objective (4.2.2.3)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategy:

Highly Qualified Staff

Goal

Continue to recruit and retain a highly qualified workforce

Objective

Negotiate successor Memorandum of Understanding in FY 2008

Purpose

To ensure the District provides a competitive compensation and benefits package and to maintain peaceful employee and labor relations.

Report Summary:

QTR 1 REPORT

On Target

Human Resources gathered information on prospective negotiators, conducted interviews and selected Dan Cassidy from Leibert, Cassidy and Whitmore to represent the District as Lead Negotiator.

Mr. Cassidy has been working with Human Resources staff to prepare for negotiations. Mr. Cassidy met with the Board at the August 2006 Board meeting and will begin meeting with the Employee Association and the Ad Hoc Negotiations Committee next quarter.

QTR 2 REPORT

On Target

Staff has completed much work in preparation for going to negotiations. It is anticipated that negotiations will begin in March 2007.

QTR 3 REPORT

On Target

The District met with the Employee Association on March 20, 2007 to complete the review of the Compensation Study results. These results have been finalized. Negotiations will continue on other items during the fourth quarter.

QTR 4 REPORT

Behind Target

The District met with the Employee Association five times during the fourth quarter. Three meetings were focused on a review of proposed language changes and resulted in tentative agreement of 11 of 15 language proposals. The four remaining proposals were set aside to begin the discussion of economics. This discussion will continue in to the first quarter of FY08 and will hopefully conclude before September 2007.

Strategic Plan Objective (4.3.4.1)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategy:

Train and Develop at All Organizational Levels

Goal

Enhance employee training with new programs

Objective

Develop and implement a training needs assessment and implement appropriate recommendations.

Purpose

To ensure employees receive required training and to identify opportunities for growth and development within the District.

Report Summary:

QTR 1 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 2 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 3 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 4 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

Strategic Plan Objective (4.5.2.1)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategy:

Monitor and Celebrate Success

Goal

Establish a repeatable Employee Survey Program and baseline measures

Objective

Establish a repeatable Employee Survey Program and benchmark against others

Purpose

To receive input from employees on District operations and environment to assist the District to identify areas to compare with industry benchmarks.

Report Summary:

QTR 1 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 2 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 3 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

QTR 4 REPORT

Not Started Yet

Scheduled to begin work July 1, 2007.

Strategic Plan Objective (3.4.3.3)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Business Efficiency

Goal

Develop a comprehensive Knowledge Management Plan

Objective

Integrate Engineering Document Management with Records Management

Purpose

To provide the Engineering Department an access to storing and managing engineering documents efficiently

Report Summary:

QTR 1 REPORT

On Target

Have begun analysis of document requirements and we are consulting with IT.

QTR 2 REPORT

On Target

A meeting has been scheduled to discuss what the needs are for this process and how best to integrate the engineering project documents with the Legato System. Parameters for storing documents will be discussed at this meeting along with how to implement the process.

QTR 3 REPORT

On Target

Engineering staff met with Records Management staff to discuss implementation of engineering terminology. Engineering staff has provided multiple lists of engineering abbreviations to be included as a list on the inet for District staff reference.

QTR 4 REPORT

On Target

Engineering staff coordinated with Records Management and created a technical library to store project documents and technical literature. This library has created additional space in the records room which will facilitate future project records storage.

Strategic Plan Objective (2.2.2.8)

Scorecard Area : Financial



Owner: STEPHEN DOBRAWA - Department: 1-Administrative Services - FY: 2007

Strategy:

Controls

Goal

Improve the District's budget controls

Objective

Implement a Contract Management Tool (Eden's)

Purpose

To provide a standard method for capturing terms, conditions, and data related to District contracts.

Report Summary:

QTR 1 REPORT

 On Target

Completed review of contract module, held telephone conference with EDEN staff, and developed screen changes for implementation. Currently waiting for v4.1 to go live.

QTR 2 REPORT

 On Target

A review of the module by purchasing and IT staff has been completed. Contract data is being entered into the system and is expected to be completed sometime during the 3rd quarter.

QTR 3 REPORT

 On Target

The contract module is on line and operational. 98% of contracts have been entered into the module. Remaining work includes providing additional training and validation of data entered.

QTR 4 REPORT

 Complete

The contract module has been successfully implemented

Strategic Plan Objective (3.3.2.1)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Stewards of Public Infrastructure

Goal

Successfully transfer completed project into Operations

Objective

Implement construction feedback loop

Purpose

To provide a mechanism for incorporating construction phase comments into future designs and help improve future facilities.

Report Summary:

QTR 1 REPORT

On Target

Preliminary discussions on implementing procedures for turnover of new facilities to operations have taken place. Process needs to be formalized by engineering and operation staff.

QTR 2 REPORT

On Target

A meeting has been scheduled with Engineering and Operations' staff to discuss the process for implementing the feedback loop.

QTR 3 REPORT

On Target

Engineering staff has discussed various ways to enhance incorporating construction feedback into future designs. Engineering staff will meet in the next quarter with Operations staff as planned and will update the existing CSI format preferences spreadsheet.

QTR 4 REPORT

On Target

Engineering staff has discussed various ways to enhance incorporating construction feedback into future designs. Engineering staff has met with Operations staff as planned and will update the existing CSI format preferences spreadsheet appropriately.

Strategic Plan Objective (2.3.1.3)

Scorecard Area : Customer



Owner: DAVID CHARLES - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Streamline business process by implementing a flat rate for service installation

Purpose

To use a flat rate fee method to shorten the service installation process

Report Summary:

QTR 1 REPORT

On Target

Contacts completed. Data analyzed but findings still in development.

QTR 2 REPORT

On Target

The District has already established a flat rate for our all services we provide such as wet-taps, fire hydrant installation as well as other water & sewer service that we provide to our Developers' as well as our private homeowners. We have also provided standardized Inpection costs for these similar services. These were pretty much in conjunction with some of the agencies interviewed. 5 of the 9 still performed work based on estimates and do not offer any flat rates to customers. We will now have to develop a program with the Finance department and determine how we are going to initiate and implement this process for fiscal yeay 2007-2008.

QTR 3 REPORT

On Target

Staff met with finance department to go over the various flat rate services that the District intending to implement. finance staff is currently running various labor repoerts for Fire and Water/Sewer service applications already performed. This will enable us to evaluate the specifics needed to determine correctly and estimate what to charge for these services.

QTR 4 REPORT

On Target

We have completed the 1st. Phase of the plan. We are now gathering data such as labor and material costs to carefully evaluate costs associated with Services the District will provide to our Customers'. This is is ongoing plan. Finance is currently gathering all the pertinent infomation and will meet with Engineering and Operations' staff in August 2007 and determine if we want to any addition flat rates for this coming Fiscal Year Strat plan. We have also included several flat rates for Blueprints, Record and Digital maps through our Public Records request policy.

Strategic Plan Objective (1.1.2.7)

Scorecard Area : Customer



Owner: DAVID CHARLES - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance customer communications for increased accessibility and ease of use

Objective

Automating access to Public Services information through the District's website

Purpose

To allow customers to access Public Services Information via the District's website

Report Summary:

QTR 1 REPORT

 On Target

Research complete.
Design developed.
IT is in receipt of design.
Waiting for incorporation into District Web page.

QTR 2 REPORT

 Complete

Project is being implemented and currently being posted on our webpage for customers to access.
All our public services fees, schedules and forms are now posted.

QTR 3 REPORT

 On Target

We included additional Public counter application forms, added capacity fees schedules and worksheets. We will be including Recycled guidelines and design criteria in the last quarter. This Guideline is currently under review by the District consultant and Dept. of Health Services.

QTR 4 REPORT

 On Target

We completed this task in the second quarter and this addition to our webpage has substantially reduced our need to fax documents to our customers. We are continuing to add more forms and design criteria for various submittals such as planchecks, thrust block calculations for our customers' to utilize. We will be adding other pertinent information to assist and better our services to our Customers.

Strategic Plan Objective (3.4.4.3)

Scorecard Area : Customer



Owner: GARY RUSH - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Facility location-USA Markouts, facility verification. GPS an acquisition of facilities that are not in the system

Purpose

To synchronize GIS with facility locations to ensure accurate USA Markouts

Report Summary:

QTR 1 REPORT

On Target

In the first quarter, the District received 2366 USA Markout tickets and marked 643 locations in 63 working days. That is an average of 10 tickets marked per day. The total of 53 joint meets average to over 4 joint meets a week that must be attended.

The quantity of tickets received and sites marked dropped 9% from the first quarter of a year ago. The number of joint meets, which require more time and scheduling than ordinary markouts, increased 36%.

The District hasn't had a "hit", a damaged facility that was the result of a missing or erroneous markout, in this quarter. In fact we didn't have a hit in the entire previous fiscal year.

The Mapplet "redline" function in the new field tablet computers will enable faster and more accurate corrections and updates of facility locations. This function will be used by both the Survey and Operations Divisions, which now collect data with the Trimble GeoExplorer handheld GPS unit.

QTR 2 REPORT

On Target

USA Markouts continues it's perfect record of no at-fault hits. An air-vac line damaged on Paseo Del Rey in Chula Vista on December 13 was the fault of the contractor. This quarter there wer 2135 tickets received with 577 markouts performed.

Both insertion of maps into the GIS AutoCAD base map and facilities data collection have been delayed by the October resignation of the Assistant Survey Technician.

QTR 3 REPORT

On Target

Strategic Plan Objective (3.4.4.3)

Scorecard Area : Customer



Owner: GARY RUSH - Department: 2-Engineering & Planning - FY: 2007

USA Markout tickets received:
March '06/ March '07 = 717/731
FY '06/ FY '07 = 7723/6520

Markouts performed:
March '06/ March '07 = 219/218
FY '06/ FY '07 = 2009/1833

No facility damage resulted from missing or erroneous markouts this quarter.

Since J Elmore started in February '06, facilities on 9 projects have been located by GPS survey and exported to GIS. Of the remaining 10 projects to be surveyed, one was accepted in December '06, one in January '07 and the remaining 8 in February '07. These remaining projects will be completed in the first half of the fourth quarter. The backlog of data collection created by resignation of the Survey Technician in September '06 is being quickly processed.

All subdivision and parcel maps that were filed in San Diego County Survey Records as of January 30, 2006 have been included in the District AutoCAD cadastral base map and exported to GIS. A new round of mapping updates will commence in early May with research of survey records.

Several existing sewer manholes that the maintenance crew has reported missing from the GIS maps have just been surveyed and will be exported to GIS in April '07.

New handheld GPS units have been issued to Operations crews. They received the training to operate them. These units, along with the "redline" feature of the field Mapple on the tablet computers will contribute to the accuracy of the District GIS.

QTR 4 REPORT

 On Target

The survey division received 2223 USA tickets this quarter, compared with 2543 a year ago. As the SR-125 nears completion, we won't be getting the requests to mark large stretches of pavement at the interchanges and overcrossings. The SR-54/94 widening has also had us working at peak capacity some weeks. Through diligence, skill and luck, we only had one hit this quarter.

The large backlog of facilities data collection from the 2nd and 3rd quarters has been brought up to date. The productivity of the new survey technician has exceeded expectations.

Strategic Plan Objective (3.3.3.1)

Scorecard Area : Business Processes



Owner: LISA COBURN-BOYD - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Stewards of Public Infrastructure

Goal

Develop cost effective environmental program

Objective

Obtain Official Approval for Otay's Natural Community Conservation Plan

Purpose

To provide the District flexibility in operation and development of facilities while conserving the ecosystem

Report Summary:

QTR 1 REPORT

 On Target

In the process of learning NCCP. Otay Staff met with Sweetwater Authority staff to discuss their NCCP and the possibility of Otay joining the program.

QTR 2 REPORT

 On Target

The scope of work has been identified for the RFP. The RFP is in the process of being developed. Anticipate advertisement for hiring a consultant in the third quarter.

QTR 3 REPORT

 On Target

The strategy has changed from using the on-call consultant to issuing a formal RFP. RFP is anticipated to be completed in the fourth quarter.

QTR 4 REPORT

 On Target

The formal RFP is being prepared and will be complete and ready for advertisement by the end of the quarter.

Strategic Plan Objective (3.4.4.4)

Scorecard Area : Business Processes



Owner: GARY RUSH - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Business Efficiency

Goal

Implement field technology solutions

Objective

Implement IMS in Survey Division

Purpose

To utilize the infrastructure management system for tracking and extracting reports of quantity and type of work done by the Survey Division

Report Summary:

QTR 1 REPORT

 On Target

Examining business processes for set up in IMS.

QTR 2 REPORT

 On Target

Mapping maintenance, engineering work requests and facility location have been given priority since the Assistant Survey Tech resigned in October. Kickoff scheduled in Feb. 07. IMS software has been modified to accommodate these business functions.

QTR 3 REPORT

 On Target

Meeting with IT, which is the 50% goal, has been postponed for the Survey Division while the business process is developed for the Inspection Division.

QTR 4 REPORT

 On Hold

Continuing on hold pending implementation for the inspectors

Strategic Plan Objective (3.4.6.1)

Scorecard Area : Business Processes



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

Strategy:

Business Efficiency

Goal

Policies and Guidelines

Objective

Update the District's Investment Policy

Purpose

To update current investment policies to enhance business efficiency

Report Summary:

QTR 1 REPORT

Complete

Investment Policy completed and approved by the Board of Directors 09-06-06

QTR 2 REPORT

Complete

Investment Policy completed and approved by the Board of Directors 09-06-06.

QTR 3 REPORT

Complete

Investment Policy completed and approved by the Board of Directors 09-06-06.

QTR 4 REPORT

Complete

Investment Policy completed and approved by the Board of Directors 09-06-06.

Strategic Plan Objective (3.4.6.2)

Scorecard Area : Business Processes



Owner: RITA BELL - Department: 3-Finance - FY: 2007

Strategy:

Business Efficiency

Goal

Policies and Guidelines

Objective

Develop comprehensive budget policies and guidelines

Purpose

Budget policies and guidelines are essential for treating all revenues and costs consistently and in accordance with Board and management directives.

Report Summary:

QTR 1 REPORT

On Target

The fact finding process on this has begun to develop a comprehensive policy that meets industry standards. A draft will be brought to upper management in September for review and input. After a thorough review and accepted modifications the draft is anticipated to be presented to the Finance Committee in January.

QTR 2 REPORT

On Target

The draft policy was drafted and presented to the GM for input. It was decided to take a new direction on this by creating a more general policy and include specific controls in GM guidelines. We will be submitting this policy to GFOA for a review.

QTR 3 REPORT

On Target

The decision was made to go back to a more basic policy. This will be done in 1st Qtr FY 08.

QTR 4 REPORT

On Target

This policy has been rewritten. It will be presented to the AGM and then GM for approval. If approved it will go to the Board Sept 2007.

Strategic Plan Objective (3.4.7.1)

Scorecard Area : Business Processes



Owner: RITA BELL - Department: 3-Finance - FY: 2007

Strategy:

Business Efficiency

Goal

Financial and Managerial Reporting

Objective

Improve the District's financial reporting

Purpose

Having financial reports that are meaningful and easy to use District-wide is important for managing the day to day activities of the District. Much improvement has been made in this area by implementing the report manager, and distributing and collecting data electronically for more timely and meaningful reports to management and the Board.

Report Summary:

QTR 1 REPORT

 On Target

Operating Budget reports have been developed and all staff has been fully trained. The developer services reports have also been developed and the Engineering front counter staff currently run all their reports. Lastly the CIP reports have been developed and reviewed by some of the Engineering staff however the training of all staff is still pending.

QTR 2 REPORT

 Complete

The reports have been completed and now are being run electronically by the department themselves.

QTR 3 REPORT

 Complete

Completed in 2nd Qtr.

QTR 4 REPORT

 Complete

see 2nd q report

Strategic Plan Objective (3.4.7.2)

Scorecard Area : Business Processes



Owner: RITA BELL - Department: 3-Finance - FY: 2007

Strategy:

Business Efficiency

Goal

Financial and Managerial Reporting

Objective

Develop comprehensive management reporting

Purpose

To develop a more sophisticated management reporting system for more meaningful results

Report Summary:

QTR 1 REPORT

Not Started Yet

Not scheduled to begin yet.

QTR 2 REPORT

Not Started Yet

Not scheduled to begin yet.

QTR 3 REPORT

Not Started Yet

Scheduled to begin 7/1/07.

QTR 4 REPORT

Not Started Yet

Not scheduled to begin until 7/1/07.

Strategic Plan Objective (3.4.1.3)

Scorecard Area : Business Processes



Owner: DAVID CHARLES - Department: 2-Engineering & Planning - FY: 2007

Strategy:

Business Efficiency

Goal

Streamline service installation process

Objective

Develop contractors list to prepare "Service Installation Request" to help Otay OPS forces

Purpose

To provide a certified list of contractors for Otay OPS forces

Report Summary:

QTR 1 REPORT

 Ahead of Target

Developed wet tap procedure. Researched other agencies. Analyzed results. In process of coordinating with Operations for implementation.

QTR 2 REPORT

 On Target

1. Staff discussed the process of developing a Contractors' list that the District will certify for homeowners to utilize however other agencies did not recommend this because of liabilities to the District.
2. District Counsel concurred with our findings, In addition we discussed this also with the Operations Department and it has been determined that since other agencies do not practice certifying Contractors for Service installations the District will continue to provide full water & sewer service only to private property owners. Developers' will be provided a flat rate wet tap costs for all other services provided by the District

QTR 3 REPORT

 On Target

This specific Objective is been evaluated carefully by staff. This goes in conjunction with our flat rates study. If other agencies dont practice this because of liability issues and staff will need to discuss this with District executive staff and counsel to make a decision on whether to implement this type of service

QTR 4 REPORT

 On Target

District Engineering, Operations and legal staff has concluded to it would not be in the District best interest to recommend this specific objective for the mere reasons of liability issues, This is only for less than 5% of our Customers because the majority of these Services for this specific installations are already being provided by the Developers' contractors. We will continue to brainstorm other options that might provide some solution for the remaining customers.

Strategic Plan Objective (3.4.2.1)

Scorecard Area : Business Processes



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Strategy:

Business Efficiency

Goal

Complete business process reengineering effort

Objective

Continuous Management Development and Growth Effort through Process Innovation

Purpose

The purpose of this objective is to measure the implementation of innovative methods or ideas into the District's daily operations.

Report Summary:

QTR 1 REPORT

On Target

4 of 5 departments have submitted areas of innovation:

OPS - Security Cameras in Sensitive areas

IT - Linkage of Records Management Software to IG

Finance - Audit process

ADMIN - RFID Chip technology asset tracking

QTR 2 REPORT

On Target

5 of 5 departments have submitted areas of innovation. Detailed plans have not been submitted.

Areas are:

OPS - Security Cameras in Sensitive areas

IT - Linkage of Records Management Software to IG

Finance - Audit process

ADMIN - RFID Chip technology asset tracking

Engin. - User of GIS software for land use modeling.

QTR 3 REPORT

On Target

5 of 5 departments have submitted areas of innovation. Detailed plans have not been submitted. Areas are:

OPS - GPS on Trucks

IT - Linkage of Records Management Software to IG Finance - Internal Audit process

ADMIN - RFID Chip technology asset tracking Engin. - User of GIS software for land use modeling. Sewer and Solar Energy (08)

QTR 4 REPORT

On Target

FY2007 was a test year for innovation goal. All departments participated.

5 of 5 departments have submitted areas of innovation. Detailed plans have not been submitted. Areas are: OPS - GPS on Trucks IT - Linkage of Records Management Software to IG Finance - Internal Audit process ADMIN - RFID Chip technology asset tracking Engin. - User of GIS software for land use modeling. Sewer and Solar Energy (08)

Strategic Plan Objective (1.1.1.5)

Scorecard Area : Customer



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Evaluate & respond to customer concerns affected by facility improvements

Purpose

To provide quality response to customers affected by facility improvements

Report Summary:

QTR 1 REPORT

On Target

Our objective is to provide the highest level of customer service which reflects positively on the image of the District. One way this can be accomplished is by informing customers of pending service outages.

One critical improvement is notification of air vac upgrades. During this quarter we developed a letter and pamphlet that is handed out to customers prior to our crews performing air vac upgrades in front of their house. This allows customers to ask questions prior to the start of work.

QTR 2 REPORT

On Target

Our objective is to provide the highest level of customer service which reflects positively on the image of the District. One way this can be accomplished is by informing customers of pending service outages.

One critical improvement is notification of air vac upgrades. During this quarter we developed a letter and pamphlet that is handed out to customers prior to our crews performing air vac upgrades in front of their house. This allows customers to ask questions prior to the start of work.

QTR 3 REPORT

On Target

Crews continue to hand-out information and communicate to effected customers during outages for work such as: valve replacements, air vac upgrades, etc. The program has been very effective in keeping customers informed thereby reducing/eliminating complaints.

QTR 4 REPORT

On Target

Crews continue to hand-out information and communicate to effected customers during outages for work such as: valve replacements, air vac upgrades, etc. The program has been very effective in keeping customers informed thereby reducing/eliminating complaints.

Strategic Plan Objective (1.1.1.6)

Scorecard Area : Customer



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Communicate with customers prior to facility improvements

Purpose

To minimize any inconvenience to our customers of any planned shutdowns by providing courtesy notice 2 days in advance

Report Summary:

QTR 1 REPORT

 On Target

Out of 2,236 customers affected by facilities improvement, 2,181 were informed of the work ahead of time. This is a 97.5% rate.

The remaining 55 customers that were not notified ahead of time was because they were emergency repairs. Nonetheless, if the repair affected one or few customers they were notified during the day of the repair.

QTR 2 REPORT

 On Target

215 customers were affected by facilities improvement. During this quarte all customers were informed of the work ahead of time. This is a 100% rate.

QTR 3 REPORT

 On Target

Out of 2,574 customers affected by facility improvements, 2,571 were informed of the work ahead of time. This is a 99.9% rate. The remaining 3 customers that were not notified ahead of time was because they were services under emergency repairs. However, those customers were notified during the day of the repair.

QTR 4 REPORT

 On Target

During this quarter 1047 customers were affected by facility improvements, such as valve replacement, meter replacement, A.V. upgrades, service replacements, etc. Out of the 1047, 1040 were informed of the work ahead of time either via oral communication, business cards and District pamphlets two days in advance. This is an 99.3% rate. The remaining 7 customers that were not notified ahead of time was because there were services under emergency repairs. However, those customers were notified during the day of the repair.

Strategic Plan Objective (3.1.1.9)

Scorecard Area : Business Processes



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

Strategy:

Planning for Infrastructure and Supply

Goal

Meet current and future potable water demands

Objective

Operate the system to meet demands 24/7

Purpose

To ensure sufficient water supply is available throughout the District to meet demands

Report Summary:

QTR 1 REPORT

On Target

This is an ongoing objective to ensure current demands are met throughout the District.

QTR 2 REPORT

On Target

All potable water demands were met for Quarter 2, 2007.

QTR 3 REPORT

On Target

All potable water demands were met for Quarter 2, 2007.

QTR 4 REPORT

On Target

All water demands were met 24/7

Strategic Plan Objective (3.1.1.10)

Scorecard Area : Business Processes



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

Strategy:

Planning for Infrastructure and Supply

Goal

Meet current and future potable water demands

Objective

Meet all of the health-related water standards in the US National Primary Drinking Water Regulations

Purpose

Quantifies the percentage of time each year that the District meets all of the health related drinking water standards in U.S

Report Summary:

QTR 1 REPORT

On Target

This is an ongoing Objective that is being tracked as Performance Measure 6.3.607, the Qualserve Drinking Water Compliance Rate.

QTR 2 REPORT

On Target

All Primary Drinking Water Standards have been met for Quarter 2, 2007.

QTR 3 REPORT

On Target

All Primary Drinking Water Standards have been met for Quarter 2, 2007.

QTR 4 REPORT

On Target

All primary health standards were met 100% of the time.

Strategic Plan Objective (3.3.1.1)

Scorecard Area : Business Processes



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

Strategy:

Stewards of Public Infrastructure

Goal

Conduct best practice preventative maintenance activities

Objective

Document and report planned maintenance ratios and activities

Purpose

To compile relevant data for best practices in preventive maintenance

Report Summary:

QTR 1 REPORT

 On Target

This measure is to determine if the district is adequately maintaining the potable infrastructure based on preventative vs corrective maintenance cost ratio. We have set our target at 70% or higher.

The 1st quarter results show that the ratio of Planned/Corrective maintenance is 74%.

QTR 2 REPORT

 On Target

The 2nd quarter results show that the ratio of Planned versus Corrective maintenance costs is 75%.

QTR 3 REPORT

 Behind Target

This measure is to determine how well the district is performing planned maintenance on the potable water system. The goal is to devote 70% or greater labor hours to planned/daily maintenance vs. 30% corrective maintenance work.

The 3rd quarter results show 60% planned/daily and 40% corrective maintenance.

QTR 4 REPORT

 On Target

The QualServe Benchmarking Program recommends that on a utility-wide basis, corrective maintenance might be appropriate up to 30% of the time (70% time spent on proactive or non-corrective maintenance) on an annual basis. The 4th quarter results show 70% of maintenance hours were spent performing pro-active maintenance duties.

Strategic Plan Objective (3.3.1.2)

Scorecard Area : Business Processes



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

Strategy:

Stewards of Public Infrastructure

Goal

Conduct best practice preventative maintenance activities

Objective

Quantify the condition of the District's collection and distribution system

Purpose

To produce numerical results to be used for determining the integrity of the District's collection and distribution system

Report Summary:

QTR 1 REPORT

On Target

Ongoing Objective measured by Performance Measures 6.3.613 (Potable Water System Integrity, 6.6.614(Collection System Integrity), and 6.6.623 (Recycled Water System Integrity).

QTR 2 REPORT

On Target

The performance measures for the collection system integrity, the potable water distribution system integrity, and the recycled water distribution system integrity all met the Qualserve targets for Quarter 2, 2007.

QTR 3 REPORT

On Target

The performance measures for the collection system integrity, the potable water distribution system integrity, and the recycled water distribution system integrity all met the Qualserve targets for Quarter 2, 2007.

QTR 4 REPORT

On Target

The performance measures for the collection system integrity, the potable water distribution system integrity, and the recycled water distribution system integrity all met the Qualserve targets for Quarter 4, 2007.

Strategic Plan Objective (3.4.1.2)

Scorecard Area : Business Processes



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Business Efficiency

Goal

Fully integrate the Otay Information systems (OIS)

Objective

Utilize the integrated OIS

Purpose

To fully utilize the integrated system and provide feedback to IT Department as necessary to improve the integration

Report Summary:

QTR 1 REPORT

On Target

All Sections reported using the OIS on a daily basis.

QTR 2 REPORT

On Target

All Sections reported using the OIS on a daily basis.

QTR 3 REPORT

On Target

All Sections reported using the OIS on a daily basis. However, during this quarter it was discovered that not all work orders were categorized properly and some had incomplete information. Theresa Nakatani met with all Operations Supervisors to discuss this issue and to point out the areas to be corrected. By the end of this quarter several Sections have reviewed and corrected all of their work orders, but others are still working on theirs. All work orders should be reviewed and updated by the end of April.

QTR 4 REPORT

On Target

All Sections reported using the OIS on a daily basis such as IMS, timesheet reporting, GIS Mapplet, inforum gold for purchasing materials and inet for department information. There have been some improvements in the IMS in the proper categorization of the work orders and filling them out completely.

Strategic Plan Objective (3.4.3.4)

Scorecard Area : Business Processes



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Business Efficiency

Goal

Develop a comprehensive Knowledge Management Plan

Objective

Review, improve and document Operations practice for staff training

Purpose

To effectively manage the knowledge transfer of Operation practices training for new employees.

Report Summary:

QTR 1 REPORT

On Target

Between July 1 and September 30 the Operations Department had documented and published 15 Practices and Procedures.

QTR 2 REPORT

On Target

Three new practices were published and six were given to staff for review during this quarter.

QTR 3 REPORT

On Target

Over 25 procedures were reviewed during these quarter and 4 procedures were improved; two for the treatment plant personnel and two for the water system operators.

QTR 4 REPORT

On Target

During this quarter 12 procedures were reviewed and improved; 8 for the treatment plant personnel, 1 for the collection system personnel, 1 for SCADA personnel, and two for the water system operators.

Strategic Plan Objective (3.4.7.3)

Scorecard Area : Customer



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Customer Satisfaction

Goal

Enhance the District's customer satisfaction focus by evaluating customer feedback

Objective

Utilize the District's management reporting

Purpose

To utilize the District's management reporting for cost control

Report Summary:

QTR 1 REPORT

 On Target

During the first quarter the Operations managers and supervisors had utilized the management reporting on a monthly basis.

QTR 2 REPORT

 On Target

The Operations managers and supervisors continue to utilize the management reporting on a monthly basis.

QTR 3 REPORT

 On Target

The Operations managers and supervisors continue to utilize the management reporting on a monthly basis.

QTR 4 REPORT

 On Target

During this quarter the Operations managers and supervisors utilized the management reporting not only to track their section's budget and overtime, but also to prepare their section's budget.

Strategic Plan Objective (4.3.5.2)

Scorecard Area : Learning and Growth



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Train and Develop at All Organizational Levels

Goal

Continue the Certification Incentive Program

Objective

Attend industry courses and seminars

Purpose

To increase personnel knowledge and understanding the latest topics relevant to their work

Report Summary:

QTR 1 REPORT

 On Target

22 operations employees either attended one or more industry courses and/or seminars.

QTR 2 REPORT

 On Target

During this quarter 20 operations employees either attended one or more industry courses and/or seminars. These courses range from FEMA on-line and AWWA certification workshops to classes at Cuyamaca College.

QTR 3 REPORT

 On Target

All Operations staff attended the FEMA ISO 800 course and 21 operations staff attended other water related seminars.

QTR 4 REPORT

 On Target

During this quarter all Operations staff attended the FEMA ISO 100 course and 17 operations employees either attended one or more industry courses and/or seminars.

Strategic Plan Objective (4.3.5.1)

Scorecard Area : Learning and Growth



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Train and Develop at All Organizational Levels

Goal

Continue the Certification Incentive Program

Objective

Elevate awareness of opportunities for Operations employees to achieve higher certification

Purpose

To recognize that the achievement of a level of certification is a public acknowledgment of an operator's skill and knowledge.

Report Summary:

QTR 1 REPORT

 On Target

Between July 1 and September 30, 21 employees received certifications related to the water industry.

QTR 2 REPORT

 On Target

Although no new certified employee were reported during this quarter, all managers and supervisors stated that they have elevated awareness of opportunities by communicating with them verbally as a group or on an individual basis.

QTR 3 REPORT

 On Target

Three employees received certification related to the industry. Managers and supervisors still encourage their staff to obtain additional certification and to attend courses that will help prepare them for future advancements.

QTR 4 REPORT

 On Target

No new certified employees were reported during this quarter; however, all managers and supervisors continue to report that they have elevated awareness of opportunities by communicating with their employees verbally as a group or on an individual basis. Also, some of the supervisors have encouraged their employees to obtain certifications that are not required in their current job descriptions to help them prepare for future advancements. This was also documented as a personal goal in some of the employees' performance evaluations.

Strategic Plan Objective (1.1.3.2)

Scorecard Area : Customer



Owner: PEDRO PORRAS - Department: 5-Operations - FY: 2007

Strategy:

Customer Satisfaction

Goal

Improve customer service by expanding employee access to OIS information

Objective

Evaluate OIS information as meeting customer service

Purpose

To utilize the OIS information and evaluate its effectiveness in meeting customer service

Report Summary:

QTR 1 REPORT

 On Target

Out of 7 reports generated from OIS all of them met customer needs.

QTR 2 REPORT

 On Target

Out of 12 reports generated from OIS all of them met customer needs. Two for water use investigations and ten for service installation quotes.

QTR 3 REPORT

 On Target

During this quarter over 106 reports were generated from OIS all of them met internal and/or external customer needs. These reports are generated to provide service installation quotes for the public service counter by using the Eden permit system, as well as using the District's Report Manager to obtain the total amount of sewer EDUs.

QTR 4 REPORT

 On Target

During this quarter over 106 reports were generated from OIS and all of them met internal and/or external customer needs. These reports are generated to provide service installation quotes for the public service counter using the Eden permit system, which customers receive costs for new service installations. They are also using the District's Report Manager to obtain the total amount of sewer EDUs.

Strategic Plan Objective (3.4.4.5)

Scorecard Area : Business Processes



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

Strategy:

Business Efficiency

Goal

Implement field technology solutions

Objective

Conversion of District's meters to AMR

Purpose

To automate current meter readings

Report Summary:

QTR 1 REPORT

 Behind Target

The goal for FY 07 is to replace 1100 manual read meters to radio read (275/quarter).

For the 1st quarter we completed 213. We expect to meet or exceed the goal during the 2nd quarter.

QTR 2 REPORT

 Ahead of Target

The goal to replace 1100 existing manual read meters with radio read (AMR) has been completed for FY07.

In order to convert a read route to total AMR, we completed 1202.

QTR 3 REPORT

 Complete

The goal to replace 1,100 existing manual read meters with radio read (AMR) has been completed for FY07.

In order to completely convert a manual read route to total AMR, we exceeded the 1,100 and completed 1,202.

QTR 4 REPORT

 Complete

Goal of 1,100 replacements complete.

Strategic Plan Objective (3.2.2.3)

Scorecard Area : Business Processes



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

Strategy:

Recycled Water Leader

Goal

Operate the Recycled Water System Efficiently

Objective

Reduce the amount of potable water augmentation and increase the recycled water productivity

Purpose

To minimize the amount of potable water used to supplement recycled water demands

Report Summary:

QTR 1 REPORT

 On Target

Ongoing Objective that has tracking strategy's in place via two Performance Measures.

QTR 2 REPORT

 On Target

Both performance Measures related to this objective are being tracked. The Recycled Water Production measure met it's target for Quarter 2, 2007. Meeting the measure for reducing the amount of potable water used to supplement the recycled water distribution system will not be possible until the District begins taking recycled water from the City of San Diego's South Bay Reclamation Plant.

QTR 3 REPORT

 On Target

Both performance Measures related to this objective are being tracked. The Recycled Water Production measure was not met for Quarter 3, due to reduced demand and treatment issues. However, this measure should be met for the fiscal year. Meeting the measure for reducing the amount of potable water used to supplement the recycled water distribution system will not be possible until the District begins taking recycled water from the City of San Diego's South Bay Reclamation Plant. This should begin in May, 2007.

QTR 4 REPORT

 Complete

Recycled water from the South Bay Plant was available beginning May 18. Since that time we have maximized the use of this new recycled water source.