

STEGE SANITARY DISTRICT

STRATEGIC PLAN



MARCH 2018

STEGE SANITARY DISTRICT STRATEGIC PLAN

I. MISSION

“...it shall be the mission of the Stege Sanitary District to plan and operate a safe, efficient and economical wastewater collection and transfer system for the present and future customers of the District. “

II. VISION

The District will continue to:

- a. Protect public health and our environment
- b. Meet all legal and regulatory requirements
- c. Work in a safe and efficient manner
- d. Provide excellent customer service
- e. Employ our proactive asset management methods to provide a sustainably reliable collection system and reduce sewer system overflows (SSOs)
- f. Utilize a Pay-as-you-go (PayGo) financial policy for maintenance and construction including prudent, justifiable reserves
- g. Manage resources to accomplish our mission while maintaining a rate structure among the lowest in the San Francisco Bay Area
- h. Provide a safe, enjoyable, and rewarding work environment that recognizes the value and worth of our employees
- i. Use governance and transparency practices that qualify for the Special District Leadership Foundation District of Distinction Accreditation and the District Transparency Certificate of Excellence
- j. Anticipate and plan for future changes
- k. Keep customers informed through newsletters, public appearances, website and other appropriate outreach

III. VALUES

The District will adhere to the following set of core values in all aspects of operations:

- a. Safety
- b. Fiscal Responsibility
- c. Fairness
- d. Ethical and Transparent Governance
- e. Professional Excellence
- f. Education and Training
- g. Appropriate, Safe and Secure Up-To-Date Technology and Equipment
- h. Continued Improvement
- i. Sustainable Environmental Practices (Reduce, Reuse, Recycle)

IV. GOALS/OBJECTIVES & WORK PLAN

1. Comply with State and Federal Regulations

- a. Meet United States Environmental Protection Agency Consent Decree requirements including submittal of an Annual Report by September 30th of each year
- b. Meet State of California Wastewater Discharge Requirements (WDR) requirements including electronic reporting of Sanitary Sewer Overflows (SSOs)
- c. Meet Regional Water Quality Control Board (Region 2) Sewer System Management Plan (SSMP) requirements including a documented self-audit every 2 years
- d. Complete a comprehensive legal review and update of the District's Ordinance Code by June 2018 and at least every ten (10) years thereafter
- e. Maintain a safety sensitive commercial driver program which includes a substance abuse policy for all employees who are required to possess a class B license
- f. Work with professional associations such as CWEA, CASA, CSDA and BACWA that monitor and advocate on behalf of wastewater agencies before state and federal regulators on pending and proposed legislation or regulations

2. Maintain and Improve Infrastructure

- a. Perform proactive maintenance and assessment of the sewer system through cleaning, CCTV inspection and chemical root control to eliminate "preventable" SSOs
- b. Update and implement sewer system master plan to prioritize sewer replacement, funding, and maintain a sewer system life cycle of 60+ years
- c. Update and maintain the District's Asset Management and Data Collections Program which includes the Geographic Information System (GIS) and Computerized Maintenance Management System (CMMS)

- d. Work with the Regional Private Sewer Lateral (PSL) and Regional Technical Support Program (RTSP) to facilitate property owner replacement of leaky laterals and elimination of cross connections
 - e. Conduct risk assessments for cyber security and natural disasters at least every five (5) years
 - f. Conduct risk assessments for pump stations, force mains, and siphon at least every five (5) years
 - g. Transition from pump station landline communication to a telemetry system by the end of the 2017-18 fiscal year
 - h. Work with local agencies to develop growth strategies that ensure necessary sewer collection infrastructure is prudently funded and installed
3. Ensure Financial Stability and Efficiency
- a. Annually review the Sewer Service Charge and conduct a Financial Plan and Rate Study at least every five (5) years
 - b. Annually develop and implement a financial budget
 - c. Annually undertake an independent financial audit and change auditors at least every five (5) years
 - d. Annually review the District's Connection Charge
 - e. Annually review the District's Long Term Financial Plan
 - f. Annually review the District's Reserve Policy
 - g. Annually review the District's Investment Policy
 - h. Every 2 years conduct a retiree medical actuarial evaluation
 - i. Annually compare service rates with East Bay agencies
 - j. Monthly Board review of financial statements
 - k. Fully fund retirement liabilities
4. Provide Safe and Rewarding Work Environment that Recognizes the Worth and Value of Employees
- a. Provide employees with the proper tools, resources and technology necessary to perform their duties safely, effectively and efficiently
 - b. Annually review employee salary and benefits and conduct a survey vs. comparable agencies at least every five (5) years
 - c. Encourage employee participation in professional organizations
 - d. Provide effective training, professional development and quality educational opportunities at District expense to promote professional development and

- certification
- e. Provide a flexible work schedule as a benefit for employees to support employee morale, retention and recruitment
 - f. Provide an incentive award program and safety awards to recognize employee achievements
 - g. Develop a succession plan that will identify and train back-up staff to mitigate the loss or retirement of key employees and maintain institutional and technical knowledge
 - h. Provide a safety and wellness program that promotes a safe work environment and good health
5. Maintain and Improve Community Outreach and Communication
- a. Update the District website with information that maintains a high level of transparency for the public
 - b. Publish the Endeavor Newsletter twice a year, mail to every District resident and provide copies to service area libraries, community centers, senior centers, cafés, coffee shops, donut shops, & waiting rooms
 - c. Maintain a 24 hour “live” person contact phone number
 - d. Send a customer service satisfaction survey after each service call to track fulfillment of expectations
 - e. Participate in community events such as the 4th of July Fair
 - f. Provide educational pamphlets, door hangers and notices, such as Proposition 218 notices, to inform the public of rate changes, proper disposal of “flushable” wipes & other non-flushables, Fats, Oils & Grease (FOG) disposal, Underground Service Alert (USA) damage prevention services, backflow prevention device (BPD) installation and maintenance, actions that can help prevent SSOs, construction notices and new owner information packets
 - g. Work cooperatively with other agencies within and around our service area
 - h. Maintain a presence on social media and online communities such as Facebook, Nextdoor and Yelp
 - i. Maintain governance and transparency practices that qualify for the Special District Leadership Foundation District of Distinction Accreditation and the District Transparency Certificate of Excellence