

Zone 7 Water Agency

Strategic Planning Priorities



January 2019

Introduction

This document is intended to be a quick reference to Zone 7 Water Agency's *Strategic Planning Priorities* identified by the Board of Directors with input from members of the staff.

Establishing *Strategic Planning Priorities* enables Zone 7 to focus on its most immediate needs in an efficient and cost-effective manner. Participation of employees and the retailers not only improves the process and ultimate work product but it also helps secure their support for what the Agency needs to accomplish to effectively serve the public and comply with its mission statement. Ranking the strategic priorities helps Zone 7 staff know where to focus its attention in a sea of too many priorities to possibly address at the same time. Review by the Board of Directors and Executive Staff of the strategic planning priorities will take place periodically and will help ensure that tasks are finished, continue to be pursued, or adjusted as circumstances may require.

Strategic Planning Priorities

Zone 7 Water Agency's Strategic Planning Priorities are in support of its mission statement that was developed during a Board of Directors workshop several years ago and is considered still very relevant.

Zone 7 is committed to providing a reliable supply of high-quality water and an effective flood control system to the Livermore-Amador Valley. In fulfilling our present and future commitments to the community, we will develop and manage the water resources in a fiscally responsible, innovative, proactive, and environmentally responsible way.

The five general priorities headings under which more specific strategic planning priorities are listed are not placed in any particular order of importance. The strategic planning priorities under each general heading, however, are listed in order of importance as identified by the Board of Directors and the Executive Staff as constituted at the time. Some priorities that were not scored by the Board and Executive Staff as being "given" (meaning they are obviously a priority), have been moved to a higher position on the list.

1. Provide customers with a reliable, cost-effective and safe water supply.

- 1.1 Provide safe, adequate, reliable, cost effective drinking water to the retailers for their customers and Zone 7's constituency.
- 1.2 Comply with all water quality regulatory requirements.
- 1.3 Ensure long-term water supply reliability for the valley, through a public and transparent process that includes local stakeholders and retailers.
- 1.4 Operate and maintain, and upgrade and/or replace when appropriate, existing treatment plants, transmission facilities and other infrastructure.
- 1.5 Protect and properly manage groundwater supplies.
- 1.6 Continue implementation and development of planning for the Chain of Lakes.
- 1.7 Continue to work with other South Bay Aqueduct contractors to explore possible advantages of increased opportunities for local water storage or partnership in regional water supply projects.
- 1.8 Participate in Delta discussions to protect the Agency's contractual water supply.
- 1.9 Manage the watershed to maintain and improve source water quality to protect public health and safety.
- 1.10 Fulfill contractual water supply obligations.

2 Provide Eastern Alameda County with an effective system of flood protection.

- 2.1 Continue the stream maintenance program to maintain the effectiveness of flood protection facilities.
- 2.2 Increase public awareness of flood preparedness efforts.
- 2.3 Continue implementation and development of planning for the Chain of Lakes.
- 2.4 Amend the Stream Management Master Plan (SMMP), addressing long-term funding issues and incorporate SMMP projects into the Capital Improvement Program (CIP).
- 2.5 Collaborate with cities and landowners on flood protection improvements.
- 2.6 Cooperate and collaborate where necessary and beneficial with various state and federal agencies in environmental enhancement efforts.

3 Provide the Agency with effective organization, administration and governance.

- 3.1 Continue to evaluate the staff organization and succession planning to address changing work functions and demands and to ensure effective management and operations of the Agency.
- 3.2 Assure adequate security and emergency preparedness.
- 3.3 Increase the use of technology to improve operations and accessibility.
- 3.4 Work with community colleges and water agency associations in efforts to attract and retain sufficient staff to offset anticipated retirements.
- 3.5 Continue to evaluate and, if beneficial, separate some functions from the County.

4 Operate the Agency in a fiscally-responsible manner.

- 4.1 Maintain the Agency's fiscal health.
- 4.2 Maintain a high credit rating for the agency to enable bond financing for future capital projects.
- 4.3 Ensure integrity and transparency of the Agency's financial processes and policies.
- 4.4 Evaluate the cost/benefits of functions traditionally performed by the Zone's consultants and contractors.
- 4.5 Continue to participate in regional and other efforts to obtain state and federal grant funds to offset the cost of facilities and programs.

5 Increase public understanding of the Agency and its functions.

- 5.1 Enhance public outreach efforts and increase collaborative efforts with retailers.
- 5.2 Enhance water conservation and flood preparedness emphasis in the Agency's public information efforts.
- 5.3 Promote public awareness of Zone's messages to the public.
- 5.4 Maintain an effective schools program.
- 5.5 Enhance the use of technology to convey the Agency's messages, including improvement of the website.
- 5.6 Review and activate communications plan.