

## APPENDIX A: Progress Reports

A brief description of the District’s annual accomplishments is listed below each objective.

*NOTE: Fiscal Year 2014-15 includes some accomplishments from Fiscal Year 2013-14 since some objectives directly relate to actions taken before final adoption of this Strategic Plan.*

<b>1. ASSET &amp; RESOURCE MANAGEMENT</b>	
<b>GOAL</b>	
<b><i>To ensure long-term operations reliability through asset and resource management, development and acquisition.</i></b>	
<b>OBJECTIVES</b>	
<input type="checkbox"/> 1.1	Explore additional in-district water sources, supply, storage and rights.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Obtained grant funding to drill three new groundwater wells to supplement water supply.</li> <li>• Completed one groundwater well project.</li> <li>• Initiated two other groundwater well projects.</li> <li>• Entered into discussion to partner with Tuolumne Utilities District for future development of the Sierra Pines Reservoir.</li> <li>• Explored options for long term water transfers.</li> </ul>
<input type="checkbox"/> 1.2	Finalize the development of the Vantage Point campus.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Built initial live burn training prop and conducted several live fire trainings.</li> <li>• Developed a plan for purchase and remodel of existing Vantage Point building accommodate training, offices, decontamination and physical training facilities.</li> </ul>
<input type="checkbox"/> 1.3	Develop options for under-utilized assets.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• None</li> </ul>
<input type="checkbox"/> 1.4	Minimize water loss to 10% or less.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Performed leak detection survey in suspected water loss areas.</li> <li>• Repaired several system leaks and replaced two old, leaking pipelines.</li> <li>• Constructed a system to recycle water used for treatment plant monitoring equipment that normally resulted in a loss of 2.75 million gallons per year.</li> </ul>

<input type="checkbox"/> 1.5	Promote water conservation and reduce consumption by 10%.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Adopted the Water Conservation article of Ordinance No. 22 to enhance water conservation.</li> <li>• Engaged in extensive public education, including mailers, radio and newspaper ads, signage and public presentations and forums.</li> <li>• Implemented a program to provide low flow faucet aerators and low flow showerheads to customers.</li> <li>• Developed and conducted a customer leak detection program to identify customer leaks and require repair on a monthly basis.</li> <li>• Reduced consumption from previous fiscal year by 47%.</li> </ul>
<input type="checkbox"/> 1.6	Develop an asset tracking and assessment/replacement system.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Adopted a 20-year Vehicle/Equipment Replacement Plan to identify major equipment and vehicles and plan for replacement.</li> </ul>

<b>2. FISCAL RESPONSIBILITY</b>	
<b>GOAL</b>	
<b><i>To plan and manage agency funds in a responsible manner that ensures present and long-term sustainability.</i></b>	
<b>OBJECTIVES</b>	
<input checked="" type="checkbox"/> 2.1	Develop a five year capital improvement plan by May 2014.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Developed and adopted five year capital improvement plans for the Water, Sewer, Fire and Park funds.</li> </ul>
<input checked="" type="checkbox"/> 2.2	Develop a comprehensive Reserves Policy.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Developed and adopted Policy #3011, “Reserves Policy”, to establish reserve accounts for the Water, Sewer, Fire and Park funds.</li> </ul>
<input checked="" type="checkbox"/> 2.3	Balance the Water Fund operating budget by June 30, 2014.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Made operational changes and budget cuts, to turn an anticipated \$51,000 operational shortfall in Fiscal Year 2013-14 into a \$38,000 operational surplus by June 30, 2014.</li> <li>• Through budget cuts, labor union revisions and grant funding, turned an anticipated \$67,000 operational shortfall into an approximate operational surplus of \$62,000 for Fiscal Year 2014-15.</li> </ul>

<input type="checkbox"/> 2.4	Report three-year revenue/expense projections on an annual basis.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Developed a five year revenue/expense projection for the Water, Sewer, Fire and Park funds for Board review during FY 2015-16 budget preparations.</li> </ul>
<input checked="" type="checkbox"/> 2.5	Successfully negotiate a sustainable labor contract that is mutually beneficial to employees and ratepayers by fall 2014.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Negotiated two new 3 ½-year labor bargaining agreements with the International Associations of Fire Fighters and Communications Workers of America unions, adopted in November and October 2014, respectively.</li> <li>Negotiations resulted in positive workplace changes and the following savings for each of the District’s funds over the life of the agreements: <ul style="list-style-type: none"> <li>Water Fund: \$153, 500</li> <li>Sewer Fund: \$82,900</li> <li>Fire Fund: \$142,700</li> </ul> </li> <li>Savings generated from labor union negotiations enabled the District to delay rate increases and avoid new assessments.</li> </ul>
<input type="checkbox"/> 2.6	Prepare cost of service and rate studies for water and sewer services.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Initiated development of cost of service and rate studies for water and sewer services.</li> </ul>

<b>3. OPERATIONS</b>	
<b>GOAL</b>	
<i>To provide timely, cost-effective, reliable and sustainable services and facilities.</i>	
<b>OBJECTIVES</b>	
<input type="checkbox"/> 3.1	Upgrade control system for water and sewer.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Installed control upgrades to provide operators remote access to the water supervisory control and data acquisition (SCADA) system.</li> </ul>
<input type="checkbox"/> 3.2	Evaluate technology for user friendly on-line billing and payments.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>None.</li> </ul>

<input checked="" type="checkbox"/> 3.3	Finalize and implement tablet based dispatching and fire pre-plan software by January 2015.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Tablet based dispatching and fire pre-plan software completed in 2014.</li> </ul>
<input type="checkbox"/> 3.4	Implement modern technology to maximize efficiency.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Improved fire response time and incident command operations by using computer tablet applications for dispatching resources, mapping directions to emergencies and providing immediate access to pre-fire attack plans developed for high risk structures.</li> <li>• Reduced water overtime costs by upgrading the water treatment plant control system so that it can be accessed remotely, minimizing after-hours call outs.</li> <li>• Reduced time to process payroll by subscribing to a paperless, online payroll system.</li> <li>• Purchased an inline flow meter that significantly reduces water waste when performing flow tests on fire hydrants.</li> </ul>
<input type="checkbox"/> 3.5	Improve District-wide internal computer communications.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• None</li> </ul>
<input checked="" type="checkbox"/> 3.6	Develop and implement an employee/management training and professional development program.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Developed a system where employees and supervisors set and budget for annual training and professional development goals during the annual performance evaluation process.</li> </ul>
<input type="checkbox"/> 3.7	Comply with regulations resulting in zero violations.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• The District had no water or sewer violations in Fiscal Year 2014-15.</li> </ul>
<input type="checkbox"/> 3.8	Identify and evaluate offering additional services.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Performed preliminary research regarding feasibility of utilizing hydropower equipment to generate power.</li> </ul>

#### 4. COMMUNITY OUTREACH

##### GOAL

*To develop, improve and support a community outreach program that results in an educated and involved community.*

##### OBJECTIVES

<input type="checkbox"/> 4.1	Develop and promote an informative and user-friendly website.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Initiated development of a more user-friendly and transparent website.</li> </ul>
<input type="checkbox"/> 4.2	Implement a social media outreach program.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>None</li> </ul>
<input type="checkbox"/> 4.3	Generate an annual report that is made readily available to public.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Provided an annual report through creation of an annual newsletter.</li> <li>Continued production of the annual Fire Division report.</li> </ul>
<input type="checkbox"/> 4.4	Develop Community Emergency Response Team (CERT).
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Recruited members and formed Twain Harte Area CERT.</li> <li>Obtained grant-funded CERT “Train the Trainer” training and certification to provide continual certified training to CERT.</li> <li>Performed multiple CERT trainings.</li> <li>Purchased and stocked grant-funded CERT emergency response trailer.</li> <li>Used CERT to provide community education and assist in community projects, such as construction of new playground equipment.</li> </ul>
<input type="checkbox"/> 4.5	Organize and undertake an annual emergency preparedness fair.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Used CERT in partnership with Red Cross to conduct door-to-door emergency preparedness education for the community.</li> </ul>
<input type="checkbox"/> 4.6	Conduct a minimum of four District facility tours on an annual basis.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>Conducted 22 tours of the Fire Station facilities, including field trips for local schools.</li> <li>Conducted 1 tour of water treatment plant and other water/sewer facilities.</li> </ul>

<input type="checkbox"/> 4.7	Construct a public education booth for use at community events.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Constructed a fire engine booth to be used at community events.</li> <li>• Put together a general education booth and handouts for the Twain Harte School fair.</li> </ul>
<input type="checkbox"/> 4.8	Develop a strategy for informing the public about critical issues.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Worked with Twain Harte Homeowners and Partners for Twain Harte to assist in the development of a community email list to provide important information to the public.</li> <li>• Developed an annual newsletter.</li> <li>• Conducted several mailings to inform customers about critical drought and fire issues.</li> </ul>
<input type="checkbox"/> 4.9	Attain SDLF District Transparency Certificate of Excellence.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Initiated development of a user-friendly website designed to meet requirements of the SDLF Transparency Certificate of Excellence.</li> <li>• Developed an annual newsletter.</li> </ul>

## 5. COLLABORATIVE RELATIONSHIPS

### GOAL

*To foster effective relationships with our regional, state and federal partners.*

### OBJECTIVES

<input type="checkbox"/> 5.1	Work with collaborating agencies toward public education.
	<b><u>FY 14-15</u></b> <ul style="list-style-type: none"> <li>• Partnered with Tuolumne Utilities District (TUD) and Tuolumne County to conduct several public drought educational forums.</li> <li>• Participated in a Community Water Council made up of 18 local government, non-profit, tribal and business agencies to inform the public about water resources in Tuolumne County and engage the public in potential water solutions.</li> <li>• Partnered with Jamestown Sanitary District, Tuolumne Sanitary District and TUD to inform the public through newspaper advertisements about the sewer system impacts of fats, oils and grease.</li> <li>• Conducted public presentations with Cal Fire to inform the public about the importance of defensible space.</li> </ul>

<input type="checkbox"/> 5.2	Play an active leadership role in regional resource management.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Played an active role in the development of the Emergency Response Plan and Automatic Aid/Mutual Aid Agreement for Tuolumne County Fire Service Providers to make the most efficient use of fire resources when responding to emergencies.</li> <li>• Provided regional water management by helping establish the Integrated Regional Water Management Joint Powers Authority ( IRWM JPA) as one of the original members and by playing an active role in watershed management through participation in the IRWM JPA’s Watershed Advisory, Objectives Review and Project Review Committees.</li> <li>• Participated in regional water resources management through regular participation in Mountain Counties Water Resources Association.</li> </ul>
<input type="checkbox"/> 5.3	Increase active participation in regional and professional organizations which affect District operations.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Actively participated in California Special Districts Association (CSDA), by attending staff and board training to enhance District services, administration and leadership. Also actively participated in CSDA’s efforts to advocate for special districts in the State legislature.</li> <li>• Taught classes and attended Fire Department Instructor’s Conference International and Firehouse World Conference to enhance District fire services and fire services at the regional, state and international level.</li> <li>• Actively participated in Mountain Counties Water Resources Association to advocates for water resources in the sierra nevadas.</li> </ul>
<input type="checkbox"/> 5.4	Explore integration of services with related neighboring agencies to provide more efficient, quality services.
	<p><b><u>FY 14-15</u></b></p> <ul style="list-style-type: none"> <li>• Entered into agreement with Strawberry Fire Department to provide administrative services to better fire and emergency services in the County and to enhance the Fire Division intern program.</li> <li>• Entered into agreement to provide aid to Twain Harte Valley Mutual Water Company to enhance water service in the Twain Harte area and provide greater experience and training to District water employees.</li> <li>• Joined California Water/Wastewater Agency Response Network (CalWARN) to enable the District to access resources from other water/wastewater agencies to efficiently address emergencies.</li> </ul>