

# SCV WATER BOARD OF DIRECTORS' STRATEGIC PLANNING DRAFT CONTENT REVIEW



# INTRODUCTION

- Introduction
- Review draft Vision, Mission, Goals
- Two areas requiring additional work:
  - KPIs – Executive input received
  - Values – January meeting with staff “Values Workgroup” and All Hands Session

# VISION STATEMENT

“Exemplary water management for a high quality of life in  
the Santa Clarita Valley”

# MISSION STATEMENT

Providing responsible water stewardship to ensure the Santa Clarita Valley has reliable supplies of high quality water at a reasonable cost

# DRAFT GOALS

Goal A – Exceptional Customer Service and Stakeholder Engagement: Advocate and maintain a high level of customer and community satisfaction through policies, programs, and contacts.

Goal B – Reliable Infrastructure: Implement, operate, and maintain water infrastructure to ensure sustainable water service provision.

# DRAFT GOALS

Goal C – Sustainable Water Supply and Resources: Implement programs to ensure the service area has reliable supplies of water and supporting resources.

Goal D – High Quality Water: Protect the quality of our water supplies and ensure our drinking water meets or surpasses all water quality requirements.

# DRAFT GOALS

Goal E - Financial Resiliency: Maintain a long-range, transparent, stable, and well-planned financial condition, resulting in current and future water users receiving fair and equitable rates and charges.

Goal F – A High Performance Team: Attract and retain quality staff members and grow a culture of continuous improvement that fosters SCV Water's values.

# DRAFT GOALS

Goal G – Environmental Stewardship: Achieve environmental compliance and strive for sustainable policies, projects, and practices.

Goal H – Safe and Secure Workplace: Maintain the safety of employees and secure the Agency's physical and cyber resources.



# GENERAL FEEDBACK

# KEY DATES

Conduct kickoff meeting with Management	July 11
Conduct Board and Management interviews	July 24-27
Board Kickoff presentation	July 11
SWOT meetings with Staff	Aug 8-10
Public workshop	TBD
Conduct Strategic Planning meeting with Management Team	Aug 21
Conduct Board Strategic Plan workshop	Sept 8-9
Conduct Management Team workshop	Oct 9
<b>Present Strategic Plan draft content to Board for comment/adoption</b>	<b>Dec 19</b>
<b>Values Workgroup</b>	<b>Jan 3</b>
<b>Executive Team</b>	<b>Jan 9</b>
<b>Board Review/Approval</b>	<b>Feb 20</b>

# THANK YOU





**EXTRA SLIDES**

# 2023 PLACEHOLDER VALUES

**Creativity:** We are industry leaders who embrace change by seeking pioneering solutions and growing our knowledge.

**Excellence** - We strive for excellence in everything we do.

**Inclusion** – We maintain an inclusive culture that is characterized by civility, respect, and consideration of all viewpoints and reflects the community we serve.

**Integrity** - We commit to the highest ethical standards of honesty, transparency, and respect in all our interactions.

# 2023 PLACEHOLDER VALUES

**Safety** - We maintain a healthy and secure work environment.

**Teamwork** - We are a collaborative team of highly skilled professionals.

**Trust** – We act in a transparent fashion that builds trust.

# 2019 PLAN VALUES

**Integrity** - We commit to the highest ethical standards of honesty, transparency and respect in our interactions with each other, the customers we serve and the entire community

**Excellence** - We strive to exceed customer expectations and deliver extraordinary service while providing a reliable, safe water supply at an affordable cost.

**Safety** - We prioritize creating and maintaining healthy, secure conditions at our facilities and in the community by adhering to safety policies and procedures and by offering technical and preventative training to our workforce.

# 2019 PLAN VALUES

**Innovation** - We are industry leaders who embrace change by finding sustainable, pioneering solutions to challenges and continuing to learn and grow in all we do.

**Professionalism** - We maintain a diverse team of highly skilled employees who are devoted to honest, courteous and accountable business practices and take their role and stewards of our resources seriously and with humility.

**Trust** - We are dedicated to partnering with community stakeholders to pursue responsible long- term management of water resources that effectively enhance quality of life and further the agency's mission and duty to be stewards of the water supply.



# 2019 PLAN VALUES

- Effective organizations identify and develop a clear, concise and shared meaning of values / beliefs, priorities, and direction
- Values impact every aspect of your organization
- Rewards and recognition within the organization are structured to recognize those people whose work embodies the values and the value statements that the organization identified and embraced.