

FY 2024-2025 Goals and Measurements

GOAL 1: FINANCIAL MANAGEMENT AND BUDGET OVERSIGHT OBJECTIVES:

- 1.1 Conduct an annual review of investments and cash flow needs.
- 1.2 Review short-term and long-term return on investment opportunities, where applicable.

MEASUREMENT:

- Complete annual review of investments and cash flow to maximize returns and provide necessary funding for Board objectives **Yes**
- Track return on investments compared to CPI **Yes**

GOAL 2: LONG-TERM PLANNING AND RESOURCE ALLOCATION OBJECTIVES:

- 2.1 Develop and maintain a comprehensive five-year capital improvement plan (CIP) to guide resource allocation and planning.
- 2.2 Review maintenance assessments and reserves annually to ensure sufficient funding for long-term needs.
- 2.3 Implement Automated Meter Reading (AMR) technology to improve efficiency and accuracy of water metering.
- 2.4 Implement Supervisory Control and Data Acquisition (SCADA) Master Plan software and hardware technology upgrades to improve control, monitoring and security of critical infrastructure.

MEASUREMENT:

- Five-year improvement plan developed and updated annually **Yes**
- Annual review of maintenance assessments and reserves completed **Yes**
- Annual AMR implementation plan updated and included in budget, with defined meter replacement targets and allocated resources **Yes**
- SCADA Master Plan implementation updated and included in budget, with specific software and PLC upgrades and allocated resources **Yes**

GOAL 3: VENDOR AND CONTRACT MANAGEMENT OBJECTIVES:

- 3.1 Ensure all expiring contracts are identified and the renewal process is initiated at least 3 months prior to the expiration date.
- 3.2 Issue project bids/RFPs in a timely manner to ensure work is completed in accordance with the Capital Improvement Plan.

MEASUREMENT:

- Identifying expiring contracts and initiate renewal process at least 3 months prior to expiration **Yes**
- Project bids/RFPs issued at least 2 months prior to the desired project start date (Yes/No)
- Capital Improvements executed in accordance with the 5-Year CIP **Yes**

GOAL 4: BOARD GOVERNANCE AND ACCOUNTABILITY OBJECTIVES:

- 4.1 Conduct an annual review of adopted rules to ensure they are up-to-date, relevant, and support effective Board governance.
- 4.2 Staff will seek out and provide learning options each year for Board members to complete the required annual ethics training, as it is a statutory requirement.

MEASUREMENT:

- Annual review of adopted rules completed **Yes**
- Learning options provided by Staff for Board members to complete annual ethics training **Yes**

GOAL 5: COMMUNITY ENGAGEMENT AND COMMUNICATION OBJECTIVES:

- 5.1 Maintain a minimum of three (3) communication outlets to effectively share Board information and initiatives with residents.

MEASUREMENT:

- Three communication outlets maintained **Yes**