



BOARD OF DIRECTOR GOALS FOR FISCAL YEAR 2018/2019 GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

MISSION STATEMENT

It is the purpose of the Georgetown Divide Public Utility District to:

- Provide reliable water supplies
- Ensure high quality drinking water
- Promote stewardship to protect community resources, public health and quality of life
- Provide excellent and responsive customer services through dedicated and valued staff
- Ensure fiscal responsibility and accountability are observed by balancing immediate and long term needs

Goal A: Improve Transparency and Communications

Objective A-1 Improve website

Objective A-2 Engage an expert to develop an annual communication strategy that would consider tours, newsletters, social media, bill inserts, etc.

Objective A-3 Effectively engage the Finance Committee

Objective A-4 Improve information technology business systems. Specifically accounting, billing, and records management software.

Objective A-5* *Conduct public workshops to review the irrigation ordinance

Goal B: Address Immediate Infrastructure Needs and Begin Long Term Planning

Objective B-1 Repair/replace a few key facilities that are prone to failure

Objective B-2 Begin development of comprehensive asset management plan

Objective B-3 Protect water rights

Objective B-4 Update emergency response plans & ensure disaster preparedness

Objective B-5 Hire full time engineer to manage projects

Objective B-6 Replace aging equipment

Goal C: Develop and Retain Employees

Objective C-1 Encourage and support training that furthers the District's mission

Objective C-2 Recognize employees that demonstrate exemplary service

- Goal D: Plan for Changes in Staff and in Board Composition
- Objective D-1 Improve information technology business systems. Specifically accounting, billing, and records management software.*
 - Objective D-2 Document daily routines for all employees*
 - Objective D-3 Ensure Board receives adequate training and education to allow them to be effective policymakers.*
 - Objective D-4 Update and adopt Board policies*
 - Objective D-5 Evaluate installing GPS locators on vehicles to improve fleet management, maintenance, and employee safety*
 - Objective D-6 Hire full time engineer to manage projects and enhance staff succession planning*

- *Goal E:*
- *Objective E-1* *Continue to Review District Fees and Charges**
 - *Review and update wastewater rates and user fees**

- Goal F: Board Leadership
- Objective F-1 Pursue certification as a District of Distinction from the Special District Leadership Foundation*
 - Objective F-2 Update and adopt Board policies*
 - Objective F-3 Request staff to deliver three innovative projects per year*
 - Objective F-4 Provide annual goals*
 - Objective F-5 Provide General Manager with annual performance evaluation*



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