



WALNUT VALLEY WATER DISTRICT STRATEGIC VISION

ADOPTED JUNE 2019



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Walnut Valley Water District

DRIVE-UP
DEPOSIT
BOX



SHARED VALUES, SHARED RESULTS

A VISION FOR WALNUT VALLEY WATER DISTRICT



Reliability | Customer Service | Efficiency | Communication | Quality | Accountability

It is an exciting time at Walnut Valley Water District! After nearly 70 years of reliably serving our customers, we are preparing for the future as we strive to meet the community's water needs in the face of unpredictable statewide conditions.

In June 2019, the WVWD Board of Directors adopted the organization's first comprehensive Strategic Plan. It represents a disciplined effort to identify initiatives and tactics to advance the District's vision over the next five years.

Inspired by our Board of Directors, the core planning principles were developed by a strategic planning team representing each department within the District. The group met over several months and dozens of hours to discuss our organization's internal strengths and challenges as well as our external opportunities and practical realities.

Most importantly though, the team worked tirelessly to determine a series of goals and aspirations for the future that are measurable, attainable and reasonable based on District resources. The resulting product is a blueprint that will drive decision-making and help us continue to meet the community's water needs for years to come.

Erik Hitchman, P.E.

GENERAL MANAGER & CHIEF ENGINEER

**THRIVING
WORKFORCE**

**Foster a culture
of employee
empowerment
and continuous
innovation**

**FINANCIAL
STRENGTH**

**Agile fiscal
management
supporting
District needs**

SYSTEM RESILIENCE

**Achieve
system
readiness
under any
circumstance**

STRATEGIC ▲ VISION

**SUPPLY
RELIABILITY**

**Transform the
water supply
portfolio**

**COLLABORATIVE
LEADERSHIP**

**Match
industry
influence
with regional
relevance**

**CUSTOMER
ENGAGEMENT**

**Elevate the
community
conversation**







THRIVING WORKFORCE

Foster a culture of employee empowerment and continuous innovation

GUIDING PRINCIPLES

Training & Development

- » Maximize investment in conferences, seminars, workshops and webinars
- » Empower employees through an enhanced evaluation and development process
- » Advance in-house and external training programs
- » Develop a leadership program and identify opportunities

Compensation & Benefits

- » Promote organization as desirable workplace and industry leader
- » Establish competitive compensation and benefits
- » Expand employee recognition programs
- » Build participation in employee wellness program

Organizational & Departmental Planning

- » Elevate the District's proactive succession planning strategy
- » Increase meeting efficiency and effectiveness
- » Develop comprehensive suite of employee tools and resources
- » Formalize and leverage interdepartmental committees





FINANCIAL STRENGTH

Agile fiscal management supporting District needs

GUIDING PRINCIPLES

Financial Management

- » Revise District budget strategy, ensuring tactics are more strategic and forward-thinking

Long-range Financial Planning

- » Develop a comprehensive financial plan, positioning the District in a place of fiscal stability, providing the ability to take advantage of future opportunities
- » Capitalize on alternative funding strategies
- » Explore existing regional relationships for cost-sharing opportunities

Responsibility & Accountability

- » Actively engage District personnel in a more structured financial process, centered around education and employee involvement
- » Centralize purchasing functions to streamline procurement decisions and create resource hub





SYSTEM RESILIENCE

Achieve system readiness under any circumstance

GUIDING PRINCIPLES

Technological Advancement

- » Invest in advanced technology to determine best asset management approach
- » Use advanced technologies to protect system operation
- » Consider and implement emergency response program based on emerging technologies

Asset Management

- » Formalize System Asset Management Plan
- » Create plan to protect fleet, equipment and materials
- » Craft Risk & Resiliency Plan

Resource Efficiency

- » Identify ways to increase energy efficiency
- » Evaluate technology and resources to minimize water loss
- » Leverage existing resources to mitigate risk





SUPPLY RELIABILITY

Transform the water supply portfolio

GUIDING PRINCIPLES

Efficient Water Use

- » Create Conservation Master Plan
- » Implement AMI, allowing Walnut Valley Water District to provide near-real-time data to customers

Alternative & Emergency Supplies

- » Develop Water Supply Master Plan
- » Expand recycled water program and evaluate other potential uses for recycled water
- » Protect and leverage local groundwater sources

Water Rights

- » Maximize current water rights
- » Consider long-term lease opportunities in Central & Six Basins





COLLABORATIVE LEADERSHIP

Match industry influence with regional relevance

GUIDING PRINCIPLES

Statewide Presence

- » Develop legislative advocacy strategy
- » Increase efforts to engage statewide leaders
- » Enhance District visibility in federal, state and local politics

Local District Visibility

- » Build District presence in the local community
- » Increase participation at community events
- » Become trusted source on news and information on the water industry

Partnership Expansion

- » Foster strategic industry and regional relationships
- » Leverage existing regional relationships to maximize statewide impact
- » Identify opportunities to build District's brand locally and regionally





CUSTOMER ENGAGEMENT

Elevate the community conversation

GUIDING PRINCIPLES

Communications Planning

- » Survey customers to create a baseline of current outreach effectiveness
- » Assess effectiveness of current outreach efforts
- » Craft comprehensive Strategic Communications Plan

Customer Empowerment

- » Improve customer interface to increase customer understanding and knowledge
- » Enhance customer experience through education
- » Leverage technology to increase District reach

Values & Trust

- » Refine customer experience standards based on District's commitment to excellence
- » Expand alternative languages in customer communications
- » Advance District commitment to transparency



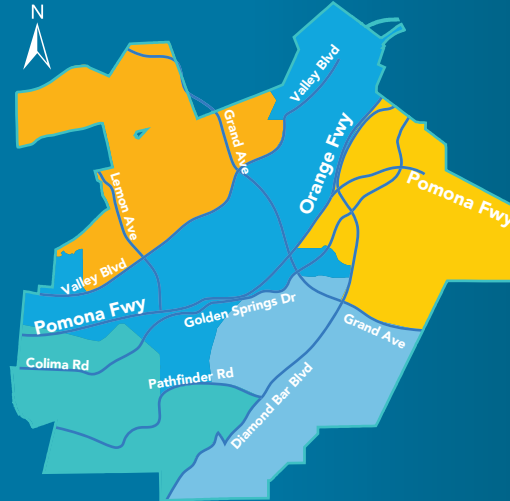


WALNUT VALLEY WATER DISTRICT

AT-A-GLANCE

497

MILES OF
WATER MAINS



100,000

CUSTOMERS ACROSS
FIVE DIVISIONS

District Boundary

Election Division



23

PRESSURE REGULATING
STATIONS



17,000

YEARLY WATER
QUALITY SAMPLES

6,766 MILLION

GALLONS OF
WATER DELIVERED
ANNUALLY

763 MILLION

GALLONS OF
RECYCLED WATER
DELIVERED ANNUALLY

31

RESERVOIRS

18

BOOSTER PUMP
STATIONS



93.8 MILLION TOTAL GALLONS
OF WATER STORAGE

WALNUT VALLEY WATER DISTRICT STRATEGIC VISION

BOARD OF DIRECTORS



JERRY TANG
Division I



EDWIN M. HILDEN
Division II



THERESA LEE
Division III



**THEODORE L.
EBENKAMP**
Division IV



**SCARLETT P.
KWONG**
Division V



OUR MISSION

Dedicated to meeting the water supply needs of the communities we serve