FY2009 Mid Year Strategic Plan Review

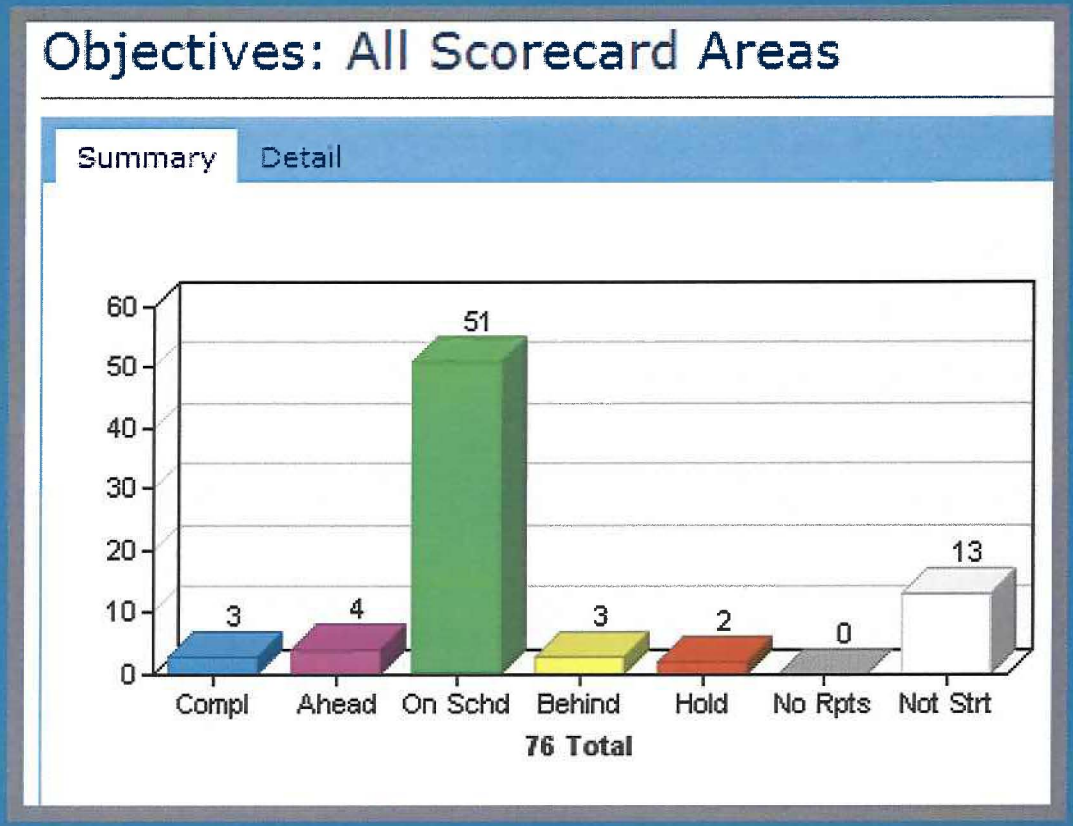
April 1, 2009

Strategic / Business Planning Process

Purpose : Provide a Summary View of Performance Measurement

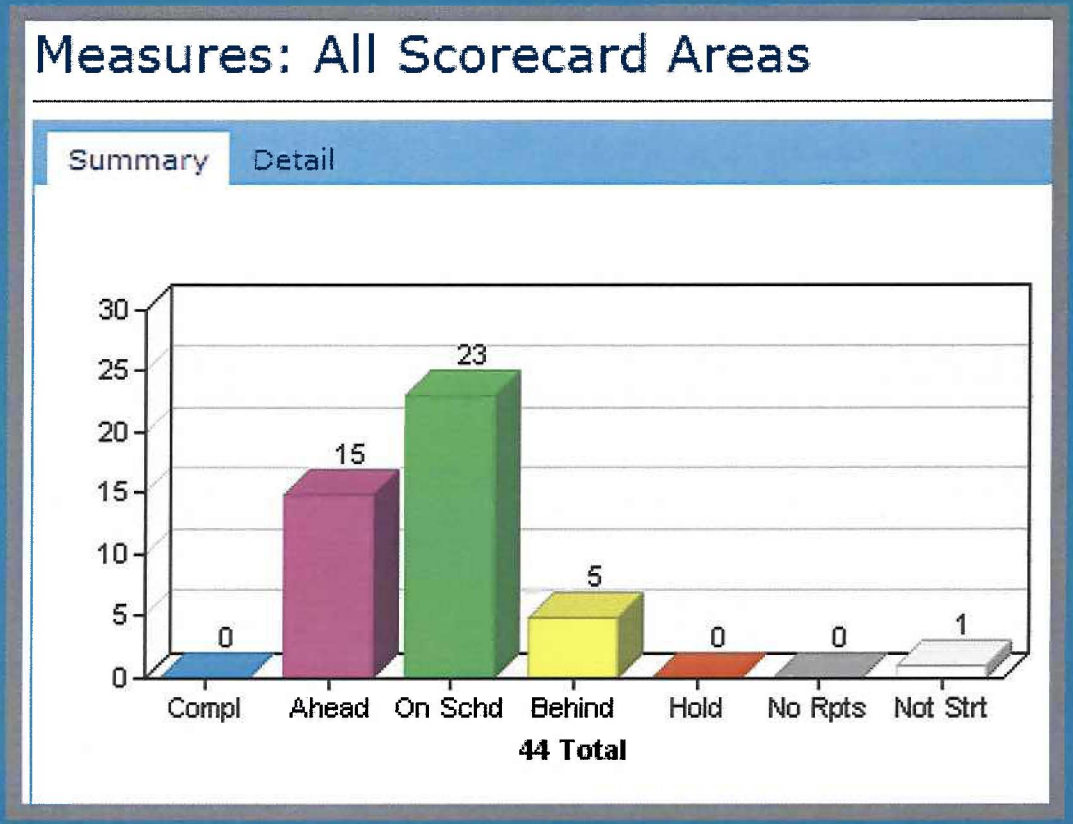
- 76 Strategic Plan Objectives
  - Each has a project plan
  - Each has a project manager
  - Each result is monitored
- 44 Performance Measures
  - Individual targets developed
  - Qualserve measures included/adjusted
  - Quarterly monitoring and auditing

Objective Status Summary



95% Complete, Ahead, or On Schedule

Performance Measure Status Summary



88% Complete, Ahead, or On Schedule

Balanced Scorecard View

FY 2009 • Qtr 2 • All Departments

Customer	Financial	Learning and Growth	Business Processes
Objectives Measures	Objectives Measures	Objectives Measures	Objectives Measures

In all four categories of our balanced scorecard, the District is on or ahead of schedule or target. This is due to all departments meeting or exceeding the expectations for objectives and performance measures.

Departmental View

FY 2009 • Qtr 2 • All Scorecard Areas

Departments		
1-Administrative Services	Objectives	Measures
2-Engineering	Objectives	Measures
3-Finance	Objectives	Measures
4-Information Technology	Objectives	Measures
5-Operations	Objectives	Measures

All departments meet or exceed the expectations for objectives and performance measures.

Next Steps

- Minor Revisions for FY10
- Continued enhanced monitoring of results
- Movement to greater use of information at the District.

Key Objective Achievements

- ❑ Developed a comprehensive outreach plan for customers related to the drought, recycled water, and water conservation.
- ❑ Worked with Home Owners Associations to devise a transfer program for users of potable water for irrigation to convert to recycled.
- ❑ Standards & Poor's notified the District that it was upgrading the District's credit rating from AA- to AA.
- ❑ 218 process completed-Notices were mailed out in October to all of the Otay customers.
- ❑ Successful implementation of SharePoint in Customer Service.
- ❑ Moving forward with AWWA District-wide Self Assessment evaluation.
- ❑ Operations coordinated with Customer Service (meter readers) and IT to properly set up a recorded meter testing program.

Results Available On the Board Extranet !

www.otaywater.gov/extranet/login.aspx