

San Miguel Community Services District

To: Board of Directors Et al.

From: Ward Roney, Director

Strategic Planning List.

As requested, I am submitting my list of goals/priorities for the planning session. I would like to specify that my list is based on emergent; evidence based planning, emergent strategy, which is not based on an original intention but instead consists of the district's responses to a variety of unanticipated events. In order for any list of this type to be useful it must clearly define what success looks like for each goal, using qualitative or quantitative measures—or both if possible. If you want to build a culture of continuous improvement, you need to be clear about what kind of improvement you're aiming for. This being said my list follows.

1. High quality water service for the community, maximize economic and operational efficiencies to secure supply reliability into the future. Strive to exceed minimum State water quality standards and make sure our water production capabilities are capable of supporting future growth.
2. Provide superior sanitary service and operate a waste water sewer system that results in no sewer system overflows, meets best practices in protecting the environment and reliably recovers water resources for the beneficial uses of our customers. Continue to move forward with the expansion/new sewer treatment facility with minimal delays. Prices traditionally increase at the beginning of each year; delays only increase the projected cost of a project.
3. Continue to pay attention to the equipment and staffing needs of the Fire Department, proceed with the living quarters/Sheriff's modular building.
4. Continue to support San Miguel Garbage Co.
5. Pay attention to the Lighting District, and always be proactive on reported outages.

6. Build an adaptable workforce culture that encourages and rewards exceptional performance, fosters teamwork and supports customer focused service.
7. Achieve administrative excellence through transparency and open, accountable governance of resources to build trust and provide outstanding service.
8. Maintain a consistent dialogue between the District and its stakeholders to keep up to date on customer needs and concerns, to provide responsive solutions to community issues. To that end, create a user friendly, District website for online bill paying and inquiries and continue to work towards a District public WiFi system.