

**WEST VALLEY SANITATION DISTRICT  
SEWER SYSTEM MANAGEMENT PLAN**

**SECTION I  
MISSION, GOALS, AND OBJECTIVES**

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The District's Mission, Vision, Values, Goals, and Objectives described below are cited in the District's current Strategic Plan that was adopted by the District Board on April 11, 2018. The District Strategic Plan covers the period from Fiscal Year 2018-19 to Fiscal Year 2022-23 and is a dynamic document that will be continuously reviewed and updated to ensure the District is working towards its Vision of being a Bay Area industry leader. The District Strategic Plan and its Goals will be re-examined every five years, while the Objectives and Action Items will be reviewed on an annual basis. The Mission and Vision Statements, Values, and Goals are:

**Mission Statement**

*To protect public health and the environment for the communities it serves through the safe, reliable, and cost-effective collection and conveyance of wastewater for treatment at the San José-Santa Clara Regional Wastewater Facility*

**Vision Statement**

*To be an industry leader in the greater San Francisco Bay Area by providing our customers with high-quality and value added services*

**Values**

The District strives to create an environment of continuous improvement by demonstration of it's:

- Commitment to public good
- Transparency of operations
- Continuous environment of teamwork
- Respect for others and diversity of opinions
- Adherence to high ethical standards and integrity
- Encouragement of innovation and continuous improvement to provide cost-effective, high-quality service
- Responsive and respectful customer service

## **Goals**

The following District Goals supports its Mission and establishes a strategic foundation for achieving its Vision.

### **A. Business and Financial Management**

Provide cost-effective, financially sustainable, quality services through improved business and work processes.

### **B. Sewer System Management**

Ensure uninterrupted collection and conveyance of wastewater through effective and efficient operation, maintenance, and management of the District's wastewater collection system.

### **C. Communication & Customer Service**

Continuously improve the District's understanding and responsiveness to its customers and employees through increased collaboration and communication.

### **D. Work Environment**

Provide a safe and supportive work environment to increase morale and to address the challenges of a changing workforce by retaining, attracting, and motivating a high quality and high performing staff.

## **Objectives and Action Items**

There are a number of Objectives that have been developed for each Goal which in turn are supported by Action Items. The highest priority Action Items are developed each fiscal year by the District's Leadership Group (Executive Management and Department Supervisors). These Action Items and associated Objectives are presented to the District Board for their adoption. The entire list of Objectives in the District Strategic Plan is presented below, while the entire Strategic Plan is included as an Attachment (Ref. Appendix A.2, FY2018-19 to FY2022-23 Strategic Plan). The Objectives and Action Items adopted for FY2018-19 are provided in Appendix A.3. Note that the numbering scheme for Objectives coincides with that used for the listed Goals above.

### **GOAL A**

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| Objective A.1 | Continuously improve business processes to achieve a highly effective, efficient, and seamless workflow. |
| Objective A.2 | Ensure all fiscal program elements and processes are transparent, sustainable, and fiscally sound.       |

Objective A.3 Maintain effective strategic partnerships with regulatory and other stakeholder agencies to ensure mutually supportive and respectful relationships and to achieve delivery of exceptional District services.

Objective A.4 Effectively serve the public and protect District interests by ensuring all District Codes, Ordinances, Standards, Policies, and Procedures satisfy current laws, regulations, and best management practices.

### GOAL B

Objective B.1 Optimize accuracy, scope, and security of data records utilized for all District functions.

Objective B.2 Ensure the sustained function and longevity of the District's infrastructure.

Objective B.3 Optimize District-wide proficiency by providing adequate physical resources and ongoing development of highly competent personnel.

Objective B.4 Identify and implement strategies to improve Operational efficiency and effectiveness.

### GOAL C

Objective C.1 Improve focused Customer Outreach efforts to increase awareness of District's services that are available to the community.

Objective C.2 Enhance the level of Communication and Customer Service with each public interaction.

Objective C.3 Strive for continuous improvement and excellence across all District functions.

### GOAL D

Objective D.1 Retain, attract, and motivate high quality and high performing staff.

Objective D.2 Provide sufficient training and work experience opportunities throughout the District to encourage knowledge and skill development.

Objective D.3 Improve staff interaction and internal communication.