

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

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

Mission Statement

Our mission is to provide the residents and businesses of Campbell, Los Gatos, Monte Sereno, Saratoga and Santa Clara County with a safe, efficient and cost-effective system of sewage collection and disposal.

In support of our mission the District has a long range strategy of *Continuous Improvement* in three core areas:

- Customer service and outreach
- Business and financial management
- Sewer system management

The District's organizational structure loosely corresponds to these core areas.

Customer Service and Outreach is the responsibility of every District employee. The District is entrusted with ensuring that public and environmental health standards, regulations and laws are applied consistently and equitably within our jurisdiction. Beyond these legal requirements, it is our ongoing intention to achieve a high level of customer satisfaction through efficient and timely service combined with targeted outreach and education.

Business and Financial Management is primarily the responsibility of the Administrative and Information Services Division. The division's core responsibilities include both human and financial resources in addition to data and information management. The division is entrusted with ensuring that the District meets all government accounting standards and audit requirements, and maintains all filing systems and records necessary both for legal compliance and efficient business management.

Sewer System Management is primarily the responsibility of the Engineering and Operations Division. The division's core responsibilities are focused on maintaining and managing the District's capital assets. The division is entrusted with ensuring that the sewer system is operated and maintained in a way that meets State requirements and eliminates preventable sewer overflows to the maximum extent practicable. The division is also responsible for emergency response and sewer overflow reporting and investigation. Additionally, the division is responsible for performing sewer system capacity modeling and analysis, planning and executing system repairs and capital improvement projects, development and implementation

of engineering design standards and specifications, acquisition and maintenance of equipment and fleet vehicles, safety training, and regulatory compliance.

Goals

The District has defined goals that are ongoing and integral to the District's long term success in achieving its mission. These standing goals are specific to each of the core focus areas, and in general, can be tracked to determine the success rate for each goal over any given period of time. Although these standing goals encompass the entire breadth of responsibility of the District, many are directly applicable in achieving the goals of the Sewer System Management Plan. The SSMP goals are shown below followed by the District's specific standing goals.

SSMP Goals

- To properly manage, operate, and maintain the District's wastewater collection system through diligent oversight, planning, and funding.
- To provide adequate capacity to convey peak flows by analyzing, identifying, monitoring, and correcting, areas of the wastewater collection system that are suspected to be inadequately sized.
- To minimize the number, frequency, and volume of SSO's through a proactive collection maintenance program.
- To mitigate the impact of SSO's through quick response times, thorough cleanup, and appropriate public notifications.

District Standing Goals

Customer Service and Outreach

- District staff is available and will respond to a customer service request or a sewer emergency 24 hours a day, every day of the year.
- Average response time for service requests and sewer emergencies during regular business hours will be 30 minutes or less.
- Average response time for service requests and sewer emergencies outside of normal business hours will be 60 minutes or less.
- Requests for information and inquiries regarding sewer service availability, connection charges and service fees and general District requirements will be answered within one business day.
- Requests for inspections of sewer laterals, cleanout installations and other sewer appurtenances will be made within two business days of the request.
- Plans for development requiring new sewer construction will be reviewed and checked for compliance with District design standards within ten business days after submittal.
- Specific outreach objectives will be implemented as necessary to better achieve our mission and long range strategy.

Business and Financial Management

- District management will strive to identify all potential changes, internal and external, that may threaten the Level of Service necessary to achieve our mission and goals and communicate those changes in a timely fashion to the Board of Directors.
- District staff will prepare a budget on an annual basis that identifies all resources required to maintain the Level of Service necessary to achieve our mission and goals, and present it for public hearing and discussion in time to ensure adoption before the fiscal year begins.
- The District will strive to maintain an Operating Reserve that is not less than 60 percent of the annual Operating Budget.
- The District will strive to maintain Capital Reserves not less than 60 percent of the 5-Year forward Capital Improvement Program.
- District fees and service charges will be based on parameters that meet legal requirements, are equitable, and ensure cost recovery for the services provided.
- The District will provide all training necessary to ensure that our employees have the knowledge and skills necessary to do their jobs safely, efficiently, and in a professional manner.
- The District will maintain all records necessary to meet legal and regulatory requirements and support the District's mission and goals.
- The District will adopt ordinances as necessary to meet legal and regulatory requirements and support the District's mission and goals.

Sewer System Management

- The District will maintain a map of all sanitary sewer system facilities within its jurisdiction.
- The District will inspect, clean and maintain all sanitary sewer mains, pump stations, and appurtenances within its jurisdiction on a regular schedule that is sufficient to prevent sewer system overflows.
- The District will maintain a database of all sanitary sewer system facilities within its jurisdiction including type, size and age of each facility, in addition to maintenance and repair history.
- The District will develop and maintain design and construction standards and specifications for installation, repair and rehabilitation of sanitary sewer system facilities.
- The District will develop and maintain procedures and standards for inspection and testing of the installation, repair and rehabilitation of sanitary sewer system facilities.
- The District will develop and maintain a sanitary sewer system capacity model sufficient to determine the hydraulic capacity of the system including both dry weather peak flows and design storm events.
- The District will develop and implement a capital improvement program for repair, replacement, rehabilitation and/or extension of sanitary sewer

system facilities sufficient to maintain an appropriate level of service to achieve our mission and goals.

Objectives

District management identifies specific objectives on an annual basis that are considered necessary to further the District's mission and goals. These objectives are recommended by management and presented to the Board of Directors for their approval. The current annual objectives are included in Appendix A.2.