

JOSHUA BASIN WATER DISTRICT

Strategic Plan 2019 - 2023



Proudly providing water from an ancient source...well into the future



Vision, Mission, and Values

Vision

To achieve excellence in all District endeavors.

Mission

To provide, protect, and maintain Joshua Tree's water – our vital community resource.

Values

The community of Joshua Tree has entrusted the Board of Directors and employees of Joshua Basin Water District with its most valuable natural resource, its groundwater. As stewards of the community water supply, we oversee this critical natural resource to ensure current and future water reliability. Dedicated to this purpose, we embrace these important values:

- **Integrity** – To consistently earn our customers' trust by prioritizing the needs of the community...doing the right thing for the right reason.
- **Transparency** – To openly and honestly share information about our operations with the public.
- **Respect** – To treat the residents of Joshua Tree, and all those contacted in the course of business, with high esteem and regard.
- **Fiscal Responsibility** – To manage all resources as if they were our own, whether revenues, assets, or water supply, in a conscientious and appropriate manner.
- **Accountability** – To take responsibility for our decisions and actions in managing this essential resource.



Strategic Goals

- Maintain and enhance the operational efficiency and reliability of the District's water resources and infrastructure.
- Meet regulatory requirements for water, wastewater, financial, and administrative functions.
- Value employees by providing a safe and respectful work environment for growth and collaboration.
- Ensure seamless and effective management of office and field operations.
- Educate and engage with our customers, community, and partners.

Goals and Objectives



Maintain and enhance the operational efficiency and reliability of the District's water resources and infrastructure.

Objectives:

- Continuously update District facilities.
- Update and implement the District's capital improvement and replacement plan.
- Develop standard operating procedures and replacement schedules.

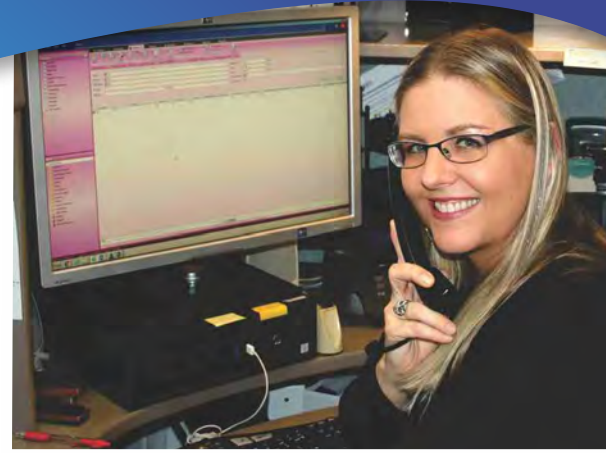


Goals and Objectives

Meet regulatory requirements for water, wastewater, financial, and administrative functions.

Objectives:

- Continue to complete state and federal annual reporting requirements.
- Enhance and extend water quality program.
- Clarify responsibilities of regulatory bodies in anticipation of initiating wastewater operations (Local Area Formation Commission, Colorado River Regional Water Control Board, and County of San Bernardino).
- Continue US Geological Survey partnership to monitor water quality and aquifer status.
- Conduct the annual audit.
- Develop an annual budget for Board approval.
- Monitor regulatory bodies to be prepared for future rulemaking.
- Continue to monitor and update rates and fees to ensure financial viability.
- Continue to maintain regulatory human resources procedures.
- Continue to update plans required by regulatory bodies.
- Continuously update administrative policies and procedures.
- Maintain and enhance finance department protocols.
- Update Strategic Plan.



Goals and Objectives

Value employees by providing a safe and respectful work environment for growth and collaboration.

Objectives:

- Manage the employee life cycle (including updating job descriptions, ensuring employee appreciation and recognition, and engaging in performance evaluations).
- Enhance the employee training program.
- Maintain updated human resources policies and procedures.
- Continuously improve safety program.



Goals and Objectives

Ensure seamless and effective management of office and field operations.

Objectives

- Optimize use of InCode for accounting processes.
- Administer a risk management program to identify and analyze potential risks and take precautionary steps to address them.
- Complete a technology master plan.
- Ensure timely financial transactions and reports.
- Optimize payroll system and implement GeoViewer (geographic information system software).
- Establish a grant management protocol.
- Continuously improve the District's emergency preparedness.
- Continuously improve internal and external communications.
- Develop a centralized purchasing and inventory control program.

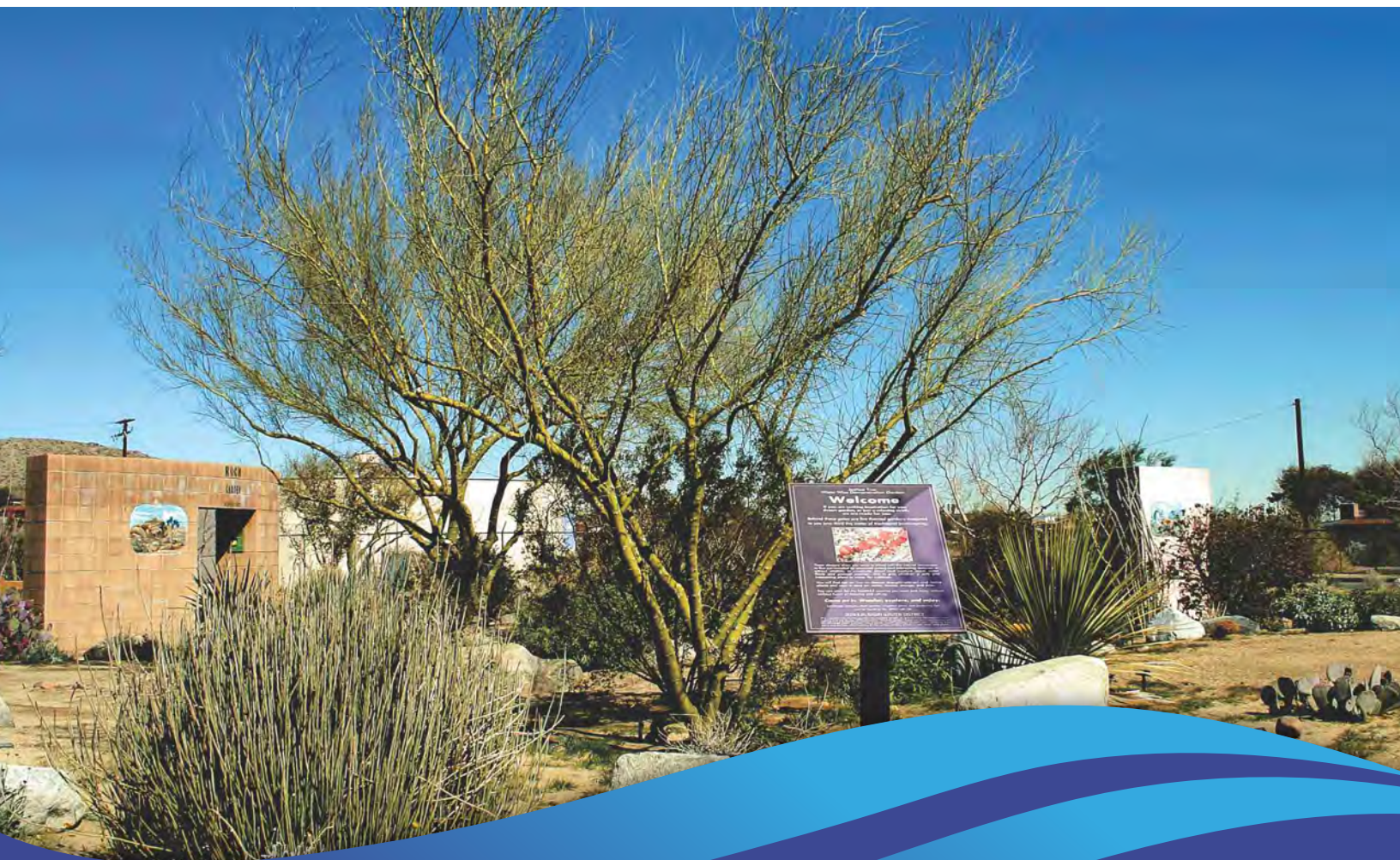


Goals and Objectives

Educate and engage with our customers, community, and partners.

Objectives:

- Continue public information outreach program.
- Establish effective protocols for communication with customers and partners.
- Enhance relationships with external partners and agencies.



Joshua Basin Water District Board of Directors

Robert (Bob) Johnson, *President*

Rebecca Unger, *Vice President*

Mickey Luckman, *Director*

Geary Hund, *Director*

Mike Reynolds, *Director*

Executive Management

Curt Sauer, *General Manager*

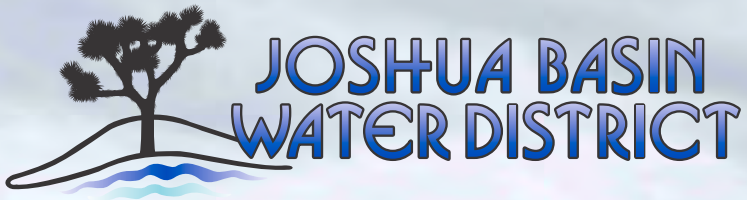
Susan Greer, *AGM – Controller*

Mark Ban, *AGM – Operations*

Sarah Johnson, *Director of Administration*

Beverly Waszak, *Executive Assistant*





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