



# Strategic Plan Implementation: FY22/23 Strategic Initiatives

Board of Directors Meeting  
September 14, 2022



TRANSFORMING WASTEWATER TO RESOURCES

# Overview

# Strategic Planning Activities



Staff has identified eight **Strategic Initiatives** to directly support Strategic Plan implementation in FY22/23

## Strategic Plan Goal Areas

- ① Infrastructure Investment
- ② Environmental Stewardship
- ③ Fiscal Responsibility
- ④ Organizational Change
- ⑤ Workforce Development
- ⑥ Customer Services and Engagement

# FY22/23 Strategic Initiatives



## Goal 1 Infrastructure Investment

Ensure the long-term effectiveness and reliability of critical District infrastructure through prioritized, cost-effective capital investment and maintenance

## Goal 2 Environmental Stewardship

Meet or surpass environmental and public health requirements to maintain public trust

## Goal 3 Fiscal Responsibility

Manage financial resources effectively to meet funding needs and maintain fair and reasonable rates

1. Ensure prioritized, integrated, and effective development of **Asset Management Program (AMP)**, consistent with established AMP Development Roadmap
2. Apply formalized **risk-based criteria** and project evaluation methodology to **all capital projects** during preparation of new 5-year Capital Improvement Program
3. Evaluate **alternative project delivery methods** for large-scale capital projects to support cost-effective, timely, and high-quality infrastructure improvements

	Pre-FY22/23	FY22/23	FY23/24	Post-FY23/24
<b>Program Management</b>	Develop Vision Roadmap (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)
<b>Vertical Asset Maintenance (w/amp, 5-yr, 5-yr, 5-yr)</b>	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)
<b>Linear Assets (w/amp, 5-yr, 5-yr, 5-yr)</b>	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)
<b>AMP Planning and Development</b>	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)	Develop Strategic Plan (align 5-year Strategic Plan with 2022-2026 Capital Program)

**Asset Management Program (AMP) Development Roadmap**

System Condition	1	2	3	4	5
Very Poor Full Replacement	5	4	3	2	1
Poor Condition Rehab or Replacement	4	3	2	1	0
Fair Condition Major CM	3	2	1	0	0
Fair Condition Minor CM	2	1	0	0	0
Good Condition No Action	1	0	0	0	0

**Consequence of Failure**

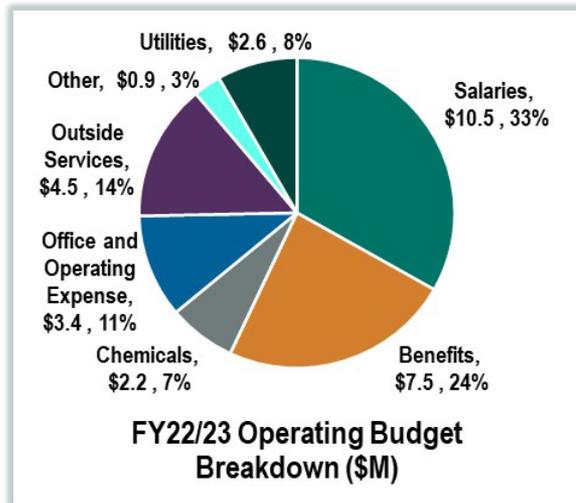
# FY22/23 Strategic Initiatives



**Goal 4 Organizational Change**  
 Embrace innovation, engagement, and change to enhance service delivery, work processes, and use of technology to drive sustained improvement in organizational effectiveness and efficiency

**Goal 3 Fiscal Responsibility**  
 Manage financial resources effectively to meet funding needs and maintain fair and reasonable rates

4. Ensure effective integration of **financial planning and budgeting activities** to support Board approval of proposed Sewer Service Charges, CIP, and Budget for **two fiscal years (FY23/24-FY24/25)** (currently one-year cycle)



# FY22/23 Strategic Initiatives



## Goal 4 Organizational Change

Embrace innovation, engagement, and change to enhance service delivery, work processes, and use of technology to drive sustained improvement in organizational effectiveness and efficiency

## Goal 5 Workforce Development

Support development of an engaged, skilled workforce that is dedicated to organizational excellence and exceptional service delivery

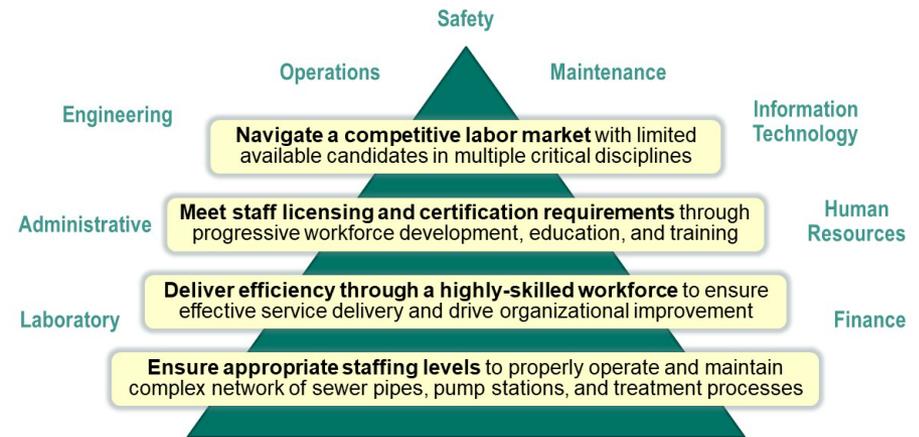
## Goal 6 Customer Services/Engagement

Deliver an exceptional customer service experience and embrace opportunities to enhance service value through engagement and collaboration

5. Develop an **Information Technology (IT) Program Implementation Roadmap** to guide effective investment in prioritized IT enhancements that drive organizational efficiency, support workforce development, and address potential vulnerabilities



6. Encourage **engagement with peer agency counterparts and applicable industry associations at all levels** in the organization to support workforce development, technological innovation, continuous improvement, and information sharing (e.g., key considerations, lessons learned)



**Mission:** Delta Diablo protects public health and the environment for our communities by safely providing exceptional wastewater conveyance, treatment, and resource recovery services in a sustainable and fiscally-responsible manner

# FY22/23 Strategic Initiatives

## Goal 3 Fiscal Responsibility

Manage financial resources effectively to meet funding needs and maintain fair and reasonable rates

7. Develop recommended updates to the District's **Capital Facilities Capacity Charges** to ensure effective cost recovery and appropriate allocation to customers

## Goal 5 Workforce Development

Support development of an engaged, skilled workforce that is dedicated to organizational excellence and exceptional service delivery

## Goal 6 Customer Services/Engagement

Deliver an exceptional customer service experience and embrace opportunities to enhance service value through engagement and collaboration

8. Implement a streamlined, effective approach to the **performance planning and appraisal process** that supports supervisor-employee engagement and aligns with District needs, behavioral values, and strategic goals and objectives



# Next Steps

- Receive comments on FY22/23 Strategic Initiatives
- Staff will provide a progress report on Strategic Plan Implementation and FY22/23 Annual Performance Report in July 2023
  - FY22/23 Strategic Initiatives (8), Additional Progress, Key Success Indicators (37)

