

NORTH TAHOE PUBLIC UTILITY DISTRICT STRATEGIC PLAN 2019-2022 (Adopted April 16, 2019)

| | STRATEGIC OBJECTIVE | GOALS | TACTICS | LEAD | STATUS | COMMENTS |
|----------|---|---|--|------|------------|--|
| 1 | PROVIDE QUALITY RECREATION, EVENT FACILITIES, AND ACTIVITIES | 1.1 Establish sustainable funding sources for Recreation and Parks | a Evaluate Cost/benefit of hiring marketing manager as recommended two years ago | AM | Completed | Initial review of NTEC before Laulima proposal was received. Went through negotiations with Laulima and determined direction to implement Advisory Working Group. |
| | | | b Create sustainable models for facility repairs, maintenance, and replacement | AM | Initiated | Adding data into Lucity to create the necessary models, reports. |
| | | | c Utilize public/private partnerships when dollars cannot be budgeted | AM | Ongoing | District continues to identify, review, and pursue opportunities. |
| | | | d Maximize benefits of Boys & Girls Club financial support | AM | Ongoing | Update on B&G programs/offerings presented to the Board at their December 11, 2018 meeting. Continued efforts to utilize cross network outreach to benefit both organizations. |
| | | | e Maximize revenues through concessionaires and independent contractors; Coordinate marketing with PIO | AM | In Process | Updated working agreements with 2 of 3 concessionaires in 2018. Ongoing marketing improvements coordinated with PIO office. |
| | | | f Equate level of maintenance services with costs to provide and establish the highest standard of affordable service that can be sustained | AM | Ongoing | Inputting data into Lucity to create the base information needed to generate reports necessary to be able to quantify level of service information. |
| | | | g Identify strategy for Recreation solvency and complete first year objectives. Timeline to be determined. | AM | In Process | Revenue plan presented to the Board of Directors, as a component of the Cost of Service Study, on October 9, 2018 and December 11, 2018. |
| | | | h Systematically apply for TOT and Park Dedication Fees for projects in the NTPUD service areas | AM | Ongoing | The District is also working with California Office of Grants on the roll out of the guidelines for Proposition 68 grants. |
| | | | i Evaluate maintenance and operation impacts of opportunities for acquisition of future park land | AM | In Process | Initial meetings with CTC, US Forest Service, Placer County have taken place. Timetable is being driven by the US Forest Service. |
| | | | j Establish advisory working group to generate operational model recommendation for the NTEC | AM | Completed | Presented recommendation of the Advisory Working Group to the Board at their November 2018 meeting. Board accepted the report and directed staff to move forward on identifying plan to implement recommendations. |
| | | | k Consider use of property tax to meet and/or bridge sustainability and maintenance standards | GM | In Process | Part of the on-going Cost of Service Study presented and discussed at the October 9, 2018 and December 11, 2018 Board meetings. |

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| | 1.2 | Utilize responses from needs assessment for funding programs, facilities, and services | a | Review public input on desire for recreation programs | GM/CFO | Completed | Initial review of responses indicated public is not desirous of paying more for status quo of operations. Results did indicate a desire for trails in the park and connecting to trails from outside the District. |
| | | | b | Consider subsidies for youth programs and fees charged for adult programs | AM | Ongoing | Annually evaluated during the budget process; benefits AYSO, Little League and NTHS. |
| | 1.3 | Update Recreation and Park Master Plan | a | Work with Recreation and Parks Commission on development of priorities | AM | In Process | Working with the Commission in 2019 on identifying priorities to eventually issue RFQ for update of Parks Master Plan |
| | | | b | Analyze ownership and/or disposal of related facilities. Assess pros and cons of acquiring public owned vacant land | AM | Ongoing | Determined not feasible to dispose of the NTEC; staged initial meetings with CTC, US Forest Service, Placer County have taken place regarding lands surrounding the NTRP as well ha management of beach properties. Long-range timetable due to dealing with Forest Service but discussions are being held regularly. |
| | | | c | Manage Board and Commission expectations to correct safety items first | AM | Ongoing | Will work with the R&P Commission in 2019 to prioritize and balance projects, including safety items. |
| | 1.4 | Maintain or Update Recreation Facilities | a | Implement plan to address deferred maintenance of existing assets | AM | Initiated | Will engage consultant in FY20 to identify and prioritize Recreation assets that are in need of maintenance upgrades. |
| | | | b | Implement Capital Plan to Upgrade Recreation Assets | AM | Initiated | Identified capital project to transform Regional Park upper parking lot into Multi-Use Trailhead. Will engage consultant in FY20 to identify and prioritize capital projects for Recreation. |
| 2 | 2.1 | Utilize Lucity Asset Management Program | a | Work with outside consultant to maximize procedures/processes to obtain full value of this program | UOM | Ongoing | Working with FastLane Tek on updating asset management program. |
| | | | b | Complete populating equipment assets | UOM | Ongoing | Progress in this effort continues and is ongoing. |
| | | | c | Complete inventory update | UOM | Ongoing | Progress in this effort continues and is ongoing. |
| | 2.2 | Meet all regulatory and environmental standards | a | Increase frequency of emergency response training to all operations staff including mutual aid | UOM | Ongoing | Emergency response drills and training twice a year. March 5,2019 there is scheduled meeting with local Utility Operations Managers to review the Mutual Aid equipment and contacts at the NTPUD |
| | | | b | State required reporting | UOM | Ongoing | Monthly and Annual Reporting is completed and filed on time. |

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| | | c | Maintain state required permits | UOM & EOM | Ongoing | Monthly and Annual Reporting is completed and filed on time. | |
| | 2.3 | Compliance with State Water Use mandate of 20% by 2020 | a | Complete 2015 Urban Water Management Plan to ID Use Sectors | EOM | Completed | Urban Water Management Plan was adopted by Board on June 13, 2017. |
| | | | b | Complete Annual Water Audit via "Water Loss Technical Assistance Program" State Training (required per SB555) | EOM & UOM | Ongoing | 2017 Water Audit was submitted to State on September 20, 2018. |
| | | | c | Develop Compliance Master Plan for implementation | EOM | Completed | 20 X 2020 Compliance Plan was adopted by Board on May 8, 2018. |
| | | | d | Coordinate with Public Information Officer on public outreach to assist in meeting these goals | EOM & PIO | Ongoing | Efforts with PIO continue with a current focus on Summer 2019 outreach. |
| | 2.4 | Ensure Capital Funding is Adequate to Sustain Systems: Sewer, Water, Base | a | Identify Appropriate Annual Budget Amounts for: Sewer, Water, Base, Fleet. | EOM | Ongoing | High level review of amounts to sustain infrastructure performed with presentations to Board provided at 2 workshops: August 15, 2017 and November 14, 2017. Staff currently developing a more detailed analysis of: asset inventory, current age, expected life, anticipated replacement/rehabilitation costs, etc. to establish anticipated future costs in greater detail. |
| | | | b | Assist in Cost of Service Study with timely data | EOM & UOM | In Process | Staff continues to provide input and supplies supporting documentation as requested during this process. |
| | | | c | Complete Cost of Service Study Justification | GM | Completed | Board approval to execute Cost of Service Study professional services agreement with HDR was granted on April 10, 2018. |
| | 2.5 | Prioritize Capital Projects using industry standards and field observations | a | Compile all identified projects into one location | EOM | Completed | Provided in Capital Improvements Programming Guide, Appendix B. |
| | | | b | Identify all Capital Drivers | EOM | Completed | Provided in Capital Improvements Programming Guide, Section 3 (with discussion and definition provided in Appendix C) |
| | | | c | Develop Ranking and Prioritization System | EOM | Completed | Provided in Capital Improvements Programming Guide, Section 4 and 5. |
| | | | d | Consider sewer infrastructure needs (Capital & Operations) as priority | EOM | Completed | As described in Capital Improvements Programming Guide, Section 4.2.1 |

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| | | e | Prioritize values at risk, i.e. sewer spills ahead of other needs | EOM | Completed | As described in Capital Improvements Programming Guide, Section 4.2.1 | |
| | 2.6 Maintain safe system uptime | a | Meet Preventative Maintenance Goals per Sanitary Sewer Management Plan | EOM & UOM | Ongoing | Preventative Maintenance Goals as outlined in Sanitary Sewer Master Plan, Adopted by Board on October 8, 2013. Tracking and ensuring timely completion via asset management PM work order monitoring and aging. | |
| | | b | Review Preventative Maintenance Goals for all Water and Sewer Assets after full District rotation. Revise if warranted. | UOM | Ongoing | Two of the four year rotation has been completed as of 2018. Full completion is on track for the end of 2020. | |
| | | c | Establish preventative maintenance goals that are achievable given current and proposed funding | UOM | Ongoing | Two of the four year rotation has been completed as of 2018. Full completion is on track for the end of 2020. | |
| | | d | Schedule and Maintain repairs on all Water and Sewer Assets. | UOM | Ongoing | Based on the information from the first two years of preventive maintenance, repairs are being schedule and completed. | |
| | | e | Evaluate emergency response effectiveness annually. | EOM & UOM | Ongoing | The scheduled weekly, monthly and annual preventive maintenance in Lucity is our first line of defense and the annual practice drills and training are in place. | |
| | | f | Annual update of area resource guide | EOM | Ongoing | Information provided to Placer County for their compiled area resource guide when/as requested. District performs annual update to internal Sewer Emergency Response Plan. | |
| 3 PROVIDE EXCEPTIONAL DISTRICT GOVERNANCE | 3.1 Create timeline to review all ordinances | a | Update Personnel Ordinance & create Personnel Policies Handbook | HRM | In Process | District legal counsel, Dan Coyle with DELFINO MADDEN O'MALLEY COYLE & KOEWLER, LLP has been given all the information and is working on taking the Personnel Ordinance and creating a Personnel Policies Handbook. Completion date expected before fiscal year-end. | |
| | | b | Critique District ordinances considering current State requirements and new litigation | MGMT TEAM | In Process | District Ordinance and Policy update professional services agreement with District Counsel BB&K awarded by Board on January 8, 2019. Completion expected early FY 2019/20. | |
| | 3.2 Budget Transparency | a | Clearly identify methodologies for allocations and assumptions | CFO | Completed | Methodologies developed during course of FY 2018/19 budget process. | |

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| | | b | Ensure that annual budget is understandable to the public. Provide education to the public as needed. | CFO | Ongoing | Work with Finance Committee and Board during budget workshop to identify clear presentation opportunities. Present to Committees as appropriate. | |
| | | c | Hold educational sessions with Board, Commission and Managers as needed | CFO | Ongoing | Completed as needed as topics are identified and requested by Directors, Management or Committee. | |
| | 3.3 Enhance engagement of Recreation and Parks Commission | a | Clarify and confirm roles of Commissions and Committees as directed by the Board | GM & AM | Ongoing | January 2019; begin work with Commission and Recreation Committee on agenda update, long-range calendar, action items, capital projects, etc. | |
| | 3.4 Celebrate District accomplishments. | a | Submit annual report of District's accomplishments to Board, staff, and public including successes and lessons learned. Focus on value for taxes and fees used. | GM | In Process | Annual Report development in process. Anticipate that it will be mailed in February/March 2019. | |
| | 3.5 Evaluate alternative service models including Joint Power Agreements, contracts, collaborating on shared services, etc. | a | Consult with neighboring agencies at least annually | BOARD GM MGMT TEAM | Ongoing | Meetings between General Managers of neighboring agencies are held monthly. | |
| | 3.6 Obtain District Transparency Certificate of Excellence from Special District Leadership Foundation (SDLF) | a | Adopt Board Policy Manual including all required policies reflecting new laws and/or legislation | PIO & ASL | In Process | Board awarded contract for policy updates at January 8, 2019 meeting. Once project completed District will submit for Transparency Certificate. | |
| | | b | Board to keep current status on Ethics, Sexual Harassment, and necessary filings (i.e. Form 700), and other required training | ASL | Ongoing | Currently the Board is current on its Ethics training requirement and required filings. Other training is being monitored for completion. | |
| | 3.7 Promote Board Member training | a | Budget for training conferences | ASL | Ongoing | Sufficient funds for attendance at conferences, training or networking opportunities are placed in the budget annually for Board attendance. | |
| | | b | Educate Board regarding training opportunities in areas of interest | ASL | Ongoing | Establishment of the long range calendar in monthly Board packet will assist in keeping the Board up to date regarding training opportunities throughout the year. | |

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| | 3.8 | Monitor Federal, State, and Local legislation affecting the District's ability to complete Board directed strategic goals, i.e. TRPA, LRWQCD, Placer County | a | Work with District Counsel, California Tahoe Alliance lobbyist, California Special Districts Association (CSDA) and Placer County. | MGMT TEAM | Ongoing | Legislative updates via CSDA and District Counsel BB&K continue. Work with Placer County as well as the California Tahoe Alliance continues. | |
| | 3.9 | Increase Public Outreach and Exposure | a | Review Public Outreach Plan and update as necessary to address current needs and outreach priorities of the District. | PIO | Ongoing | Reviewed by Board at August 15, 2017 meeting. Updates and outreach efforts are ongoing. | |
| 4 | EMPOWER TRAINED PROFESSIONAL STAFF | 4.1 | Stabilize IT Functions | a | Implement recommendations of IT Needs Assessment | AM | In Process | Per Recommendation #1 of Needs Assessment; transitioned to Managed IT Services in FY 2018/19. Researching utilizing "the cloud" as an alternative service for Springbrook and Lucity programs to supplement P/T IT staff. Per Recommendations #3 & #4 - Implementing Best Practices by initiating security training of users, completing documentation of network configuration and developing IT policies. |
| | | | | b | Issue RFP for Managed Services and Help Desk functions for IT | AM | Completed | Issued Agreement in August 2018 for managed services. |
| | | 4.2 | Provide Meaningful Employee Training Sessions/Meetings | a | Provide diverse topics at each semi-annual meeting with an emphasis on safety; Consider rotation of spokespersons from each department | HRM | Ongoing | Continuous training provided through Special Districts Rick Management Authority (SDRMA) online training and employee development workshops with partnership CSDA. District provides monthly, semi-monthly, quarterly safety training through Safety Consultant. Team building exercises and targeted training provided at Semi-Annual Employee Meetings. |
| | | 4.3 | Update Performance Evaluation Process | a | Create and adopt annual General Manager Performance Evaluation form and process | HRM & GM | Completed | Rolled out new evaluation form for GM in 2017 and a new evaluation form for CFO in 2018. |
| | | | | b | Implement Trakstar employee evaluation software | HRM | Completed | Rolled out June 2018 to all employees. |
| | | | | c | Tie Core Values to performance evaluations | HRM | Completed | The Board's core values were included in the performance evaluation categories used to rate employee performance. There is a total of fifteen categories including ten core values plus five position specific categories. |
| | | | | d | Provide training to managers and employees on use of Trakstar | HRM | Ongoing | Completed manager training with initial roll-out. Ongoing refresher training continues as required. |

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| | | 4.4 | Monitor Organizational Chart | a | Take advantage of opportunities to address possible changes to the organization chart when employees move from the District's employment | GM | Ongoing | District evaluates organizational structure, staffing levels, and positions whenever a vacancy occurs. |
| | | 4.5 | Renew Memorandum of Understanding and Confirmation of Understanding | a | Assist Labor Negotiator | MGMT TEAM | Ongoing | Negotiations continue. |
| | | 4.6 | Engage existing staff through career development and job enrichment | a | Establish baseline and current responsibilities | MGMT TEAM | In Process | As a result of the Classification and Compensation Study conducted in 2018, all labor union job descriptions have been updated and the rest (management) anticipated to be completed by end of FY 2018/19. |
| | | | | b | Assess skill sets and work with employees to identify and implement cross-training opportunities | MGMT TEAM | Ongoing | With Trakstar software managers can assess skill sets and identify areas and goals for employee development and succession planning. Reviews occur annually as a component of the performance evaluation process. |
| | | | | c | Enable staff to identify opportunities within their area of authority | MGMT TEAM | Ongoing | Trakstar software allows employee and manager comments at any time increasing communication and goal setting. |
| | | 4.7 | GIS/SCADA focus with access for all employees | a | Update district maps for easy access | EOM | Ongoing | Map connected to Lucity to allow full time access to current map. Map additions and refinements continue. Large progress recently made with population of water services. This work performed with summer intern labor. |
| 5 | ENSURE FINANCIAL SUSTAINABILITY | 5.1 | Maintain stable and sustainable rates | a | Evaluate need for rate study. | CFO | Completed | Board approved Cost of Service Study professional service agreement with HDR on April 10, 2018. |
| | | | | b | Conduct external rate review with third party and staff input | CFO | In Process | Cost of Service Study process continues with the next Board presentation scheduled for February 12, 2019. |
| | | | | c | Internal analysis of costs, allocations and funding sources as recommended by third party | CFO | Completed | Received Board direction regarding funding and utilization of Property Tax during December 11, 2018 meeting. |
| | | | | d | Evaluate Debt versus Cash (Pay as you go) | GM & CFO | Ongoing | Evaluated on an ongoing basis in conjunction with Capital planning, management, budgeting and asset life analysis. |
| | | | | e | Make recommendation to Board and implement as Directed | GM & CFO | Ongoing | Recommendations to be brought forth as indicated by 5.1.d analysis. |

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| | 5.2 | Ensure Timely availability of accurate information for decision-making | a | Establish reconciliation process and timelines. | CFO | Completed | Process developed and timelines identified. Work towards meeting timelines continues. |
| | | | b | Document month-end and year-end closeout procedures | CFO | Completed | Processes documented during course of 2017/18 Fiscal Year end and 2018/19 Fiscal Year begin |
| | | | c | Assess accounting software capabilities, if adequate, develop implementation plan to maximize | CFO | In Process | Currently conducting analysis of local hosting or cloud environment cost and benefit. |
| | 5.3 | Ensure consistency of data and reporting | a | Work with other stakeholders to assess non-accounting software; identify and rectify redundancies | CFO | Completed | Identification of electronic timekeeping opportunity reducing the need for paper based time cards and time sheets with manual calculation. TimeClock project kicked-off as a result. |
| | | | b | Assess current processes; develop automation implementation plan | CFO | Completed | Completed initial assessment working with SpringBrook to identify best practices. Implementation of recommendations to be forthcoming upon conclusion of 5.2.c |
| | 5.4 | Adopt and regularly review financial policies. | a | Establish review policy timelines | CFO | Complete | Policy approved by Board in July to be incorporated into BB&K full policy review |
| | | | b | Review and access needed updates and adequacy of financial policies | CFO | In Process | Participate and support Policy & Ordinance update project with BB&K |
| | 5.5 | Monitor grant opportunities | a | Be aware of grants and/or other public/private opportunities available. | GM | Ongoing | District continues to identify, review, and pursue grants and other opportunities. |
| | | | b | Identify and research grant opportunities with Grant Coordination Committee for recommendations for available opportunities and planning needs to leverage or apply for funds | GM & PIO | Ongoing | Staff grant focus committee meeting regularly to identify grant funding opportunities to address District needs. |
| | | | c | Maximize grant funding by improving applications via increased District planning efforts, preliminary design, and District contributions. Ensure project applications align with grant priorities and scoring criteria. | GM & PIO | In Process | District continues to identify, review, and pursue grant opportunities. |
| | | | d | Align grant pursuit with District Capital Improvement Plan | GM & EOM | Initiated | This effort will be emphasized in FY 2019/20. |

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| | 5.6 | Maintain reserves at desired level according to adopted policy. | a | Work with internal stakeholders to determine failure costs | CFO | Complete | Board approved Reserves Policy August 14, 2018 | |
| | | | b | Ensure compliance with Proposition 218 for current or future rate structure | CFO | In Process | January 2019 rate increase (Federal and State Mandate Fee) notice sent in compliance, as well as continued attention to compliance during the course of current Cost of Service Study | |
| | 5.7 | Maintain regulatory compliance and continued funding levels | a | Continue collection of Federal and State mandate fees | CFO | Ongoing | Federal and State Mandate Fees updated January 2019 | |
| | | | b | Forecast RDA funds, pass-through dollars, etc. | GM & CFO | Ongoing | Analyzed in conjunction with current Cost of Service Study | |
| | | | c | Prepare & Submit Annual CFD 94-1 Engineer's Report | EOM | Ongoing | 2018 CFD 94-1 was submitted on 7/25/2018. Annual reports are due August 10th each year. | |
| | | | d | Review tiers as they pertain to legal requirements and water conservation | EOM & CFO | Completed | Cost of Service Study presentation to Board October 9, 2018 | |
| | 5.8 | Develop tools to support ongoing financial performance and viability analyses | a | Develop long-term financial plan and projection including operations, capital requirements and funding forecast | CFO | In Process | Initial analysis of current state conducted during course Cost of Service Study. Further development to be initiated upon conclusion of study. | |
| | | | b | Conduct external benchmarking research | CFO | Ongoing | Initial research presented to Finance Committee June 2018. Goals to be developed by Management and continuously monitored for appropriateness | |
| | | | c | Develop and implement program that calls for review of prices of ongoing purchases | CFO | Complete | Identification of state programs and group purchasing lists to leverage when level of expenditure, timeliness and occurrence is appropriate | |
| | | | d | Implement Maintenance Impact Fees in all concessionaire agreements; utilize revenue for deferred maintenance items and leverage in obtaining non-District funds | AM | In Process | Renewed contracts in 2018 to include maintenance impact fees for all concessionaires. Working with CFO and GM to create policy to identify these funds for use on deferred maintenance projects. | |
| 6 | MAINTAIN OPERATIONAL EXCELLENCE | 6.1 | Forecast Capital Expenditures Accurately | a | Annually Review and update the Capital Improvement Plan | EOM & CFO | Ongoing | Initial analysis of current state conducted during course Cost of Service Study. Further development to be initiated upon conclusion of study. Engineering developing conditioned based asset inventory assessment to refine anticipated capital expenditure forecasting |

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| | | b | Recommend realistic schedules for work being accomplished in light of current/proposed System Replacement Rates | EOM & CFO | Ongoing | Management will be conducting an analysis of infrastructure for all Divisions, focusing on end of life cycle replacement of assets during budget cycle with identification of current funding need relative to proposed rates. | |
| | | c | Ensure Timely delivery of Capital Projects, Assess internal vs. external resources necessary to accomplish scheduled completion | EOM | Ongoing | Projects are prioritized per goal 2.5, Project schedules determined through review of anticipated expense vs. adequate funds assessments per tactics 6.1 a & 6.1 b. Design delivery approach assessments for all projects are made to identify the most efficient path to completion (either internal or external design preparation) | |
| | 6.2 Create Succession Plan | a | Formulate succession plan strategy and how to implement plan including timeline | GM & MGMT TEAM | In Process | Succession plan analysis is on-going relative to in-house talent growth and tracking via Trakstar software and the annual performance evaluation. Gap analysis is in process. | |
| | | b | Plan for new employees unable to afford to live in the Tahoe area. Research employee housing options, identify best practice strategies, and report to the Board with recommendations. | HRM & MGMT TEAM | In Process | Utilize results of Classification and Compensation study. Participate in Mountain Housing Council. | |
| | | c | Design Talent Review Plan | HRM & MGMT TEAM | In Process | Managers are able to track employee accomplishments and foster employee development using Trakstar. | |
| | | d | Develop and implement employee training, cross training and mentoring opportunities | HRM | Ongoing | Department Heads utilize Incentive Certification Program, education, and conferences for training opportunities. | |
| | | e | Work with Department Heads to develop plan ensuring outgoing job knowledge is documented | HRM | In Process | Documenting job knowledge is ongoing in each department and as employees retire over hire practice provides new employee opportunity to spend time with outgoing employee thereby capturing as much job knowledge as possible. | |
| | | f | Review and update job descriptions and adjust staff assignments as necessary | HRM | Ongoing | Classification and Compensation Study will update all job descriptions and then reviewing job descriptions will be an ongoing process. | |
| | | g | Evaluate unmet labor needs and implement strategy to recruit | HRM & GM | Ongoing | Gap analysis of current staffing levels and organizational chart is in process. | |

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| | 6.3 | Maintain a fully operational fleet | a | Perform fleet maintenance per goals set | UOM | Ongoing | Preventative maintenance tracking is in place for the majority of District vehicles and equipment in Lucity. |
| | 6.4 | Eliminate redundancy in internal processes | a | Produce timesheet from Lucity Work Order input | EOM & UOM | In Process | Crews are tracking their time in Lucity and verifying their time per pay period. Accounting is implementing a new timeclock system for payroll. |
| | 6.5 | Focus on structure and consistency in all areas | a | Develop and continue implementation of an integrated Systems and Technology Plan | EOM | Ongoing | Standardization of systems is a fundamental consideration in all system improvements as they occur (pump stations, SCADA, etc.). |
| | | | b | Continue/complete goals and processes associated with "intent to serve" program | EOM | In Process | District continues to work internally, with TTSA member agencies, and Placer County to improve plan review process. |
| | 6.6 | Be Prepared for all scenarios | a | Provide emergency response training to all operations staff and mutual aid partners | UOM | Ongoing | Emergency response drills and training twice a year. March 5, 2019 there is scheduled meeting with local Utility Operations Managers to review the Mutual Aid equipment and contacts at the NTPUD |
| | 6.7 | Ensure staff has resources and infrastructure to perform | a | Develop long term Plan for Base Facilities to include seismic and other natural hazards | EOM | In Process | Notice of Interest for seismic retrofit FEMA grant has been approved allowing District to apply (application due 4/18/2019). 90% retrofit plans have been completed. Base facilities Emergency power distribution FEMA grant application has been submitted. Grant application for Fuels reduction around critical infrastructure has been submitted. District working with CTC & NTFPD to quality for fuels reduction work in the NTRP. |
| | 6.8 | Base decisions on sound, consistent data | a | Build, Populate, and Utilize CMMS (Lucity) | UOM | Ongoing | Platform/Software is utilized to it's current capability with work orders and Preventative Maintenance triggers occurring regularly. Building and population progress is slow with current bandwidth. |
| | 6.9 | Ensure adequate staffing levels | a | Evaluate adequacy of current staffing levels to achieve District goals and objectives identified in the District's Strategic Plan and Annual Budget. Consider desired schedule, outcomes, and the impacts of sick leave, vacation, injuries and the OT consequences. | GM & MGMT TEAM | Ongoing | Using the Lucity data from the previous year's preventative maintenance records and upcoming projects we annually look at the work load and evaluate and schedule the work force. |
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| Abbreviations Key | | Status Definitions | | | |
| AM - Administrative Manager | | Completed - Tactic has been completed. | | | |
| ASL - Admin. Services Liaison | | In Process - Working toward completion. | | | |
| CFO - Chief Financial Officer | | Initiated - Work has begun. | | | |
| EOM - Engineering & Ops Manager | | Ongoing - Work is continuous or annual. Tactic is an ongoing or annual project or procedure | | | |
| GM - General Manager | | | | | |
| HRM - Human Resources Manager | | | | | |
| PIO - Public Information Officer | | | | | |
| UOM - Utility Operations Manager | | | | | |