

AGENDA

NOTICE OF REGULAR MEETING

TIME: 6 p.m.

DATE: Tuesday, January 21, 2025

PLACE: Regular Meeting Place
7051 Dublin Boulevard, Dublin, CA
www.dsrsd.com

Our mission is to protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

1. CALL TO ORDER
2. PLEDGE TO THE FLAG
3. ROLL CALL
4. SPECIAL ANNOUNCEMENTS/ACTIVITIES
 - 4.A. New Employee Introductions
5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC)

At this time those in the audience are encouraged to address the Board on any item of interest that is within the subject matter jurisdiction of the Board and not already included on tonight's agenda. Comments should not exceed five minutes. Speaker cards are available from the District Secretary and should be completed and returned to the District Secretary prior to addressing the Board. The President of the Board will recognize each speaker, at which time the speaker should proceed to the lectern. Written comments received by 3 p.m. on the day of the meeting will be provided to the Board.
6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS)
7. CONSENT CALENDAR

Matters listed under this item are considered routine and will be enacted by one Motion, in the form listed below. There will be no separate discussion of these items unless requested by a Member of the Board or the public prior to the time the Board votes on the Motion to adopt.

 - 7.A. Approve Regular Meeting Minutes of January 7, 2025
Recommended Action: Approve by Motion
 - 7.B. Rescind Infrastructure Responsibilities and Funding Policy and Rescind Resolution No. 4-10
Recommended Action: Rescind Policy by Resolution
 - 7.C. Rescind Auditor Selection and Services Policy and Rescind Resolution No. 52-21
Recommended Action: Rescind Policy by Resolution

Board of Directors

Division 1 ♦ Dinesh Govindarao | Division 2 ♦ Ann Marie Johnson | Division 3 ♦ Richard Halket
Division 4 ♦ Georgean Vonheeder-Leopold | Division 5 ♦ Arun Goel

8. BOARD BUSINESS

- 8.A. Approve Amendment No. 1 to the Agreement for Personal Services between General Manager, Shu-Jan (Jan) R. Lee and Dublin San Ramon Services District

Recommended Action: Approve by Resolution

- 8.B. Adopt Pay Schedule in Accordance with California Code of Regulations, Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and Rescind Resolution No. 50-24

Recommended Action: Adopt by Resolution

- 8.C. Receive Presentation on the 2025 Strategic Plan Update

Recommended Action: Receive Presentation and Provide Direction

9. REPORTS

9.A. Boardmember Items

- 9.A.1. Joint Powers Authority and Committee Reports

- 9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors

- 9.A.3. Request New Agenda Item(s) Be Placed on a Future Board or Committee Agenda

9.B. Staff Reports

10. ADJOURNMENT

All materials made available or distributed in open session at Board or Board Committee meetings are public information and are available for inspection during business hours by calling the District Secretary at (925) 828-0515. A fee may be charged for copies. District facilities and meetings comply with the Americans with Disabilities Act. If special accommodations are needed, please contact the District Secretary as soon as possible, but at least two days prior to the meeting.

**DUBLIN SAN RAMON SERVICES DISTRICT
MINUTES OF A REGULAR MEETING OF THE BOARD OF DIRECTORS**

January 7, 2025

1. CALL TO ORDER

A regular meeting of the Board of Directors was called to order at 6 p.m. by President Goel.

2. PLEDGE TO THE FLAG

3. ROLL CALL

Boardmembers present at start of meeting: President Arun Goel, Vice President Richard M. Halket, Director Dinesh Govindarao, and Director Georgean M. Vonheeder-Leopold.

Director Ann Marie Johnson was absent.

District staff present: Jan Lee, General Manager/Treasurer; Michelle Gallardo, Interim Administrative Services Director; Steve Delight, Engineering Services Director/District Engineer; Ken Spray, Finance Director, Dan Gill, Operations Director; Douglas E. Coty, General Counsel; and Nicole Genzale, Executive Services Supervisor/District Secretary.

4. SPECIAL ANNOUNCEMENTS/ACTIVITIES – None

5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC) – 6:02 p.m. No public comments received.

6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS) – No changes made.

7. CONSENT CALENDAR

Director Govindarao recused himself from consideration of the Consent Calendar due to a potential conflict of interest with Item 7.B. As required for uncontested matters, he left the dais at 6:02 p.m. and returned at 6:03 p.m. after the Board conducted the vote.

Vice President Halket MOVED for approval of the items on the Consent Calendar. Director Vonheeder-Leopold SECONDED the MOTION, which CARRIED with THREE AYES, and TWO ABSENT (Govindarao and Johnson).

7.A. Approve Regular Meeting Minutes of December 17, 2024 – Approved

7.B. Approve Amendment to the Capital Improvement Program Ten-Year Plan for Fiscal Years 2024 through 2033 and Two-Year Budget for Fiscal Years 2024 and 2025 to Add the Cisco Network Hardware Replacement Project (CIP 25-A006) and Authorize a Purchase Order with LookingPoint for Cisco Network Hardware – Approved – Resolution No. 1-25

8. BOARD BUSINESS

8.A. Receive Report on Preparing the Board and Staff for Recorded Board Meeting Productions

Interim Administrative Services Director Gallardo and General Counsel Coty reviewed the item for the Board. They confirmed the recorded meetings, beginning with the January 21, 2025 Board meeting, will be posted on the District's YouTube channel and the link will be provided on the District's website. Other meetings and functions held in the Boardroom, such as Committee and JPA meetings, will not be recorded.

- 8.B. Discuss and Approve Board Committee and Joint Powers Authority Assignments for Calendar Year 2025

President Goel reviewed the item for the Board.

Vice President Halket MOVED to Approve Board Committee and Joint Powers Authority Assignments for Calendar Year 2025. Director Govindarao SECONDED the MOTION, which CARRIED with FOUR AYES and ONE ABSENT (Johnson).

- 8.C. Public Hearing: Second Reading and Adoption of Ordinance Amending District Code Sections 1.20.080, 2.60.030, and 3.20.020 Relating to Infrastructure Responsibilities and Funding; Sections 3.70.040 and 3.70.080 Relating to Wastewater Capacity Reserve Fees; and Sections 5.30.010, 5.30.020, and 5.30.080 Relating to Wastewater Rates and Charges for Nonresidential Users

President Goel announced the item and declared the Public Hearing open. He read the title of the ordinance.

Director Vonheeder-Leopold Moved to Waive Reading of the Ordinance. Director Govindarao SECONDED the MOTION, which CARRIED with THREE AYES, ONE NO (Halket), and ONE ABSENT (Johnson).

President Goel asked for the staff presentation. General Manager Lee reviewed the item for the Board. President Goel inquired if there were any comments from the public. There was no public comment received. President Goel declared the Public Hearing closed.

Vice President Halket MOVED to Adopt Ordinance No. 354 Amending District Code Sections 1.20.080, 2.60.030, and 3.20.020 Relating to Infrastructure Responsibilities and Funding; Sections 3.70.040 and 3.70.080 Relating to Wastewater Capacity Reserve Fees; and Sections 5.30.010, 5.30.020, and 5.30.080 Relating to Wastewater Rates and Charges for Nonresidential Users. Director Vonheeder-Leopold SECONDED the MOTION, which CARRIED with FOUR AYES and ONE ABSENT (Johnson).

- 8.D. Approve Agreement for Investment Management Services with Chandler Asset Management, Inc.

Finance Director Spray reviewed the item for the Board. The Board and staff discussed the current performance of the District's investment portfolio and potential improvements by utilizing a third-party investment manager. Staff confirmed that upon approval of the agreement, Chandler Asset Management, Inc. will attend an upcoming Board meeting to provide a presentation to the Board regarding their services, their

approach to managing the District's investment portfolio, and to address any questions from the Board.

Director Govindarao MOVED to Approve an Agreement for Investment Management Services with Chandler Asset Management, Inc. Director Vonheeder-Leopold SECONDED the MOTION, which CARRIED with FOUR AYES and ONE ABSENT (Johnson).

9. REPORTS

9.A. Boardmember Items

9.A.1. Joint Powers Authority and Committee Reports – None

9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors

Director Vonheeder-Leopold submitted a written report to Executive Services Supervisor/District Secretary Genzale. She reported that she attended the virtual California Association of Sanitation Agencies (CASA) Board of Directors meeting on December 19. She summarized the activities and discussions at the meeting. She also announced the Alameda County Special Districts Association annual dinner event will be held on Thursday, March 13 from 6 – 8 p.m. at the Wedgewood at Redwood Canyon Golf Course.

9.A.3. Request New Agenda Item(s) for a Future Board or Committee Agenda – None

9.B. Staff Reports

General Manager Lee reported on the following items:

- The CASA Winter Conference will be held January 29—31 in Palm Springs.
- The NACWA (National Association of Clean Water Agencies) Winter Conference will be held on the same dates as the CASA conference in the neighboring city of Rancho Mirage and will host a joint mixer with CASA.

10. CLOSED SESSION

At 6:35 p.m. the Board went into Closed Session.

10.A. Conference with Legal Counsel – Significant Exposure to Litigation Pursuant to Government Code Section 54956.9(d)(2): Government Claim Dated November 22, 2024, Received from Vyas Family Living Trust

10.B. Conference with Legal Counsel – Significant Exposure to Litigation Pursuant to Government Code Section 54956.9(d)(2): One Case

11. REPORT FROM CLOSED SESSION

At 6:53 p.m. the Board came out of Closed Session. President Goel announced that there was reportable action for Item 10.A. He announced that the Board of Directors directed staff to deny the claim. He announced that there was no reportable action for Item 10.B.

12. ADJOURNMENT

President Goel adjourned the meeting at 6:54 p.m.

Submitted by,

Nicole Genzale, CMC
Executive Services Supervisor/District Secretary



TITLE: Rescind Infrastructure Responsibilities and Funding Policy and Rescind Resolution No. 4-10

RECOMMENDATION:

Staff recommends the Board of Directors rescind, by Resolution, the Infrastructure Responsibilities and Funding policy and rescind Resolution No. 4-10.

DISCUSSION:

District policies are generally reviewed on a rotating four-year cycle to ensure that they remain current. The Board policy regarding infrastructure and funding was established in 1994 to define responsibilities between the District and developers for the planning, design, construction, and funding for new infrastructure. The policy was last reviewed in 2015.

The Infrastructure Responsibilities and Funding policy (Policy) defines responsibility for infrastructure planning, design, and construction. Infrastructure is defined as either major or minor. In general, the District designs and constructs major infrastructure and requires developers to design and construct minor infrastructure. Major infrastructure includes, turnouts, pump stations, reservoirs, and large diameter pipelines that connect the facilities. It also includes wastewater pumping stations, treatment and transmission pipelines in the collection system. Minor infrastructure is all other infrastructure that generally serves an individual lot or subdivision.

At the January 7, 2025 Board meeting, the Board adopted Ordinance No. 354, which fully incorporated provisions from the Policy into the District Code. Therefore, the Policy is duplicative and no longer needed. Staff recommends that the Infrastructure Responsibilities and Funding policy be rescinded as of February 6, 2025, when Ordinance No. 354 becomes effective.

Originating Department: Engineering and Technical Services	Contact: S. Delight	Legal Review: Yes
Financial Review: Not Required	Cost and Funding Source: N/A	
Attachments: <input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)	7 of 38	

RESOLUTION NO. _____

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT RESCINDING THE INFRASTRUCTURE RESPONSIBILITIES AND FUNDING POLICY AND RESCINDING RESOLUTION NO. 4-10

WHEREAS, the Infrastructure and Funding policy is to ensure that development benefiting from major infrastructure pays for the major infrastructure by providing for a connection fee or other special financial agreement in the portion of the District's service area benefiting from the major infrastructure; and

WHEREAS, on July 5, 1994, by Resolution No. 29-94, the Board adopted a policy for the planning, design, and construction of major infrastructure for utility services; and

WHEREAS, on September 16, 1997, by Resolution No. 55-97, the Board restated and revised the policy; and

WHEREAS, on November 15, 2005, by Resolution No. 53-05, the Board revised the policy and renamed it the Infrastructure Responsibilities and Funding policy to clearly define responsibility for major and non-major infrastructure planning, design, construction, and funding; and

WHEREAS, the Board subsequently revised the policy on January 19, 2010, by Resolution No. 4-10, and affirmed it on March 17, 2015; and

WHEREAS, on January 7, 2025, the Board adopted Ordinance No. 354, which fully incorporated the policy into the District Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

1. The Infrastructure and Funding policy, attached as Exhibit "A" and Resolution No. 4-10, attached as Exhibit "B" are hereby rescinded.

2. This Resolution shall be effective, and the Infrastructure Responsibilities and Funding policy rescinded, when Ordinance No. 354 becomes effective on February 6, 2025.

Res. No. _____

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of January, 2025, and passed by the following vote:

AYES:

NOES:

ABSENT:

Arun Goel, President

ATTEST: _____
Nicole Genzale, District Secretary



Policy

Policy No.: P600-15-3	Type of Policy: Service
Policy Title: Infrastructure Responsibilities and Funding	
Policy Description:	Defines responsibility for major and non-major infrastructure planning design and construction. Establishes use of connection fees as primary source of funding for major infrastructure.
Approval Date: 1/19/2010	Last Review Date: 2015
Approval Resolution No.: 4-10	Next Review Date: 2019
Rescinded Resolution No.: 53-05	Rescinded Resolution Date: 11/15/2005

It is the policy of the Board of Directors of Dublin San Ramon Services District:

1. To retain the right to define specific major infrastructure on a “case by case” basis. For the purposes of this policy, major infrastructure is defined as follows:
 - (a) In the potable water system, or any portion of the District’s potable water service area served thereby, major infrastructure includes, but is not limited to, all turnouts, pump stations, reservoirs, chemical addition and other similar facilities as well as the primary interconnecting pipeline loop between facilities and all pipelines with a diameter equal to or greater than 24 inches.
 - (b) In the wastewater system, or any portion of the District’s potable water service area served thereby, major infrastructure includes, but is not limited to, all wastewater pumping, treatment, storage and disposal facilities, sludge and other residuals processing and disposal facilities, and other similar facilities, all force mains; and all sewers in the collection system with a diameter equal to or greater than 24 inches.
 - (c) In the recycled water system, or any portion of the District’s potable water service area served thereby, major infrastructure includes, but is not limited to, all treatment, pump stations, reservoirs or other forms of storage, and other similar facilities as well as the primary interconnecting pipelines between facilities and all pipelines with a diameter equal to or greater than 24 inches.
2. To retain direct responsibility for the planning, design, and construction of major infrastructure directly through the District's organization. This policy applies to major infrastructure regardless of its location or portion of the District’s service area benefitted thereby. However, the design and construction responsibilities for such major infrastructure within a development project may, at the sole discretion of the District, be revised. The terms of such revisions shall be included in a written agreement between the District and the Developer (as used in this policy, Developer means the owner of property being developed, or his or her agent acting as the Developer).
3. To maintain major infrastructure that is sized to meet future demands in suitable operating condition to provide service to future customers using the excess capacity built into major infrastructure.

Policy No.: P600-15-3**Policy Title:** Infrastructure Responsibilities and Funding

A renewal and replacement component shall be incorporated into connection fees related to the portion of the capacity of the major infrastructure that is reserved for future growth within all or a portion of the District's service area.

4. For the Developer to retain direct responsibility for the planning, design, and construction of all minor infrastructure in full compliance with the requirements of the District Code, District Specifications and Drawings and standard District practices, and such other pertinent requirements specified by the District; and for the Developer to dedicate minor infrastructure to the District upon acceptance thereof by the District.

5. To require dedication of sufficient and necessary real property interests to the District for all infrastructure. For all items of major infrastructure, excluding pipelines, such real property interest shall be fee title. For pipelines, such real property interests may be an easement interest that provides the District with the perpetual right to operate, maintain, repair and replace the facilities, or an alternative property right determined by the District to be sufficient for its purposes, such as use of a public right of way.

6. To fund planning, design, construction, renewal and replacement costs of major infrastructure from connection fees or other special financing arrangements paid by those within the District's service area, or portion thereof, that receive the benefit of the major infrastructure. In accordance with this principle, the planning, design, construction, renewal and replacement costs of major infrastructure that benefit only a defined portion of the District's service area shall be fully funded from connection fees or other special financing arrangements paid by those developments within the benefited portion of the service area.

7. For the Developer to plan, design, and construct all non-major infrastructure at the Developer's sole expense. For minor infrastructure installed outside of the Developer's project, the design and construction responsibilities may, at the sole discretion of the District, be revised. The terms of such revision shall be included in a written agreement between the District and the Developer. Such planning, design, and construction requirements shall be in accordance with the requirements of the District Code, the District's Standard Procedures, Specifications and Drawings and standard District practices, and such other pertinent requirements specified by the District.

8. To determine, from time to time, at the sole discretion of the District, the size and location of all major and non-major infrastructure, and the portion of the District's service area benefited thereby, and to revise the requirements of the District Code, the District's Specifications and Drawings and standard District practices, and such other pertinent requirements specified by the District.

Policy is current and no changes need to be adopted by the Board of Directors. <u>Status Quo Chronology:</u>	
Date Adopted:	
January 19, 2010	
Reviewed by Committee or Board:	Date:
Board	March 17, 2015

RESOLUTION NO. 4-10

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT REVISING THE INFRASTRUCTURE RESPONSIBILITIES AND FUNDING POLICY AND RESCINDING RESOLUTION NO. 53-05

WHEREAS, on November 15, 2005, the Board adopted an Infrastructure Responsibilities and Funding Policy to define responsibility for major and non-major infrastructure planning, design, construction and funding; and

WHEREAS, the Policy is revised to ensure that development benefiting from major infrastructure pays for the major infrastructure; and

WHEREAS, the Policy now provides for a specific connection fee or other special financial agreement in the portion of the District's service area benefiting from the major infrastructure;

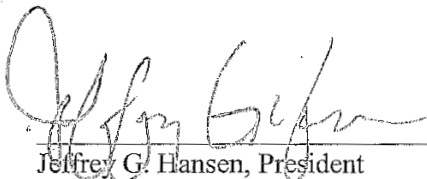
NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency in the counties of Alameda and Contra Costa, California that the revised Infrastructure Responsibilities and Funding Policy attached as Exhibit "A" is hereby adopted, and Resolution No. 53-05 is hereby Rescinded and attached as Exhibit "B".

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, counties of Alameda and Contra Costa, at its regular meeting held on the 19th day of January 2010, and passed by the following vote:

AYES: 5 – Directors D.L. (Pat) Howard, Daniel J. Scannell, Richard M. Halket
Georgian M. Vonheeder-Leopold, Jeffrey G. Hansen

NOES: 0

ABSENT: 0


Jeffrey G. Hansen, President

ATTEST: 
Nancy G. Hatfield, District Secretary



TITLE: Rescind Auditor Selection and Services Policy and Rescind Resolution No. 52-21

RECOMMENDATION:

Staff recommends the Board of Directors rescind, by Resolution, the Auditor Selection and Services Policy and rescind Resolution No. 52-21.

SUMMARY:

District policies are generally reviewed on a rotating four-year cycle to ensure that they remain current. The Board policy regarding auditor selection and services was established in April 2002 to establish guidelines for auditor selection and scope of services. The policy was last revised and reviewed in 2021.

The California Government Code (CGC), Section 12410.6, has two provisions that state that an audit of a local agency (1) shall be made by a certified public accountant or public accountant, licensed by, and in good standing with, the California Board of Accountancy, and (2) a local agency shall not employ a public accounting firm to provide audit services to a local agency for more than six consecutive fiscal years unless there is rotation of the audit partner responsible for signing off on the audit.

The Auditor Selection and Services policy (Policy) contains these two provisions and additional information on the scope of services for the independent auditor. The auditor, not the District, determines the nature, timing, and extent of procedures that it considers necessary under the circumstances to perform an audit in accordance with Generally Accepted Auditing Standards for the financial statements to be presented in accordance with Generally Accepted Accounting Principles. Therefore, there is no need for a Board policy to establish the scope of services for the auditor.

Staff recommends that the Policy be rescinded as the Policy restates legal requirements already established in the CGC and describes procedures that are determined by the auditor in accordance with auditing and accounting standards.

Originating Department: Finance	Contact: K. Spray	Legal Review: Not Required
Financial Review: Not Required	Cost and Funding Source: N/A	
Attachments: <input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)	13 of 38	

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT RESCINDING THE AUDITOR SELECTION AND SERVICES POLICY AND RESCINDING RESOLUTION NO. 52-21

WHEREAS, on April 16, 2002, by Motion, the Board of Directors adopted the Auditor Selection and Services policy to establish guidelines for auditor selection and scope of services; and

WHEREAS, the policy was last reviewed and revised on October 19, 2021, to be consistent with the California Government Code; and

WHEREAS, staff is recommending the policy be rescinded because the policy restates legal requirements already established in the California Government Code and describes procedures that are determined by the auditor, not the District, in accordance with auditing and accounting standards, and therefore the Auditor Selection and Services policy is not needed.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, that the Auditor Selection and Services policy, attached as Exhibit "A," and Resolution No. 52-21, attached as Exhibit "B," are hereby rescinded.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of January, 2025, and passed by the following vote:

AYES:

NOES:

ABSENT:

Arun Goel, President

ATTEST: _____
Nicole Genzale, District Secretary



Policy

Policy No.: P400-21-2	Type of Policy: Finance
Policy Title: Auditor Selection and Services	
Policy Description: Establishes Guidelines for Auditor Selection and Scope of Services	
Approval Date: 10/19/2021	Last Review Date: 2021
Approval Resolution No.: 52-21	Next Review Date: 2025
Rescinded Resolution No.: 34-18	Rescinded Resolution Date: 7/17/2018

The purpose of this policy of the Board of Directors of Dublin San Ramon Services District is to establish guidelines for selection of a certified public accountant or public accountant to complete an annual audit report in accordance with Government Code Section 12410.6.

It is in the District's best interest to obtain auditing services from a highly qualified firm, and to ensure that there are no issues or incentives that would jeopardize that firm from maintaining its independence.

Selection Policy – An informal request for proposal process will be held at least every five years for the selection of the independent auditor. The Financial Services Division is responsible for conducting the interview and selection process and recommending a firm to the Board.

Term of Contract – The contract term will be for one year with four one-year renewal options. The General Manager has authority to renew the contract unless otherwise instructed by the Board. Per California Government Code Section 12410.6(b), the District shall not employ a public accounting firm to provide audit services if the lead audit partner or coordinating audit partner having primary responsibility for the audit, or the audit partner responsible for reviewing the audit, has performed audit services for the District for six consecutive fiscal years. If a firm is awarded the District audit service contract for a consecutive five-year period, the District should require partner rotation in the seventh year to comply with Section 12410.6(b).

Scope of Services – The auditor will perform the annual audit and assist staff in analyzing/implementing accounting pronouncements.

RESOLUTION NO. 52-21

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT REVISING THE AUDITOR SELECTION AND SERVICES POLICY AND RESCINDING RESOLUTION NO. 34-18

WHEREAS, Assembly Bill 1345 added Section 12410.6 (b) to the Government Code regarding auditor rotation requirements of public accounting firms providing audit services to local agencies; and

WHEREAS, this Government Code modification required that, commencing with the 2013–14 fiscal year, a local agency shall not employ a public accounting firm to provide audit services to a local agency if the lead audit partner, coordinating audit partner, or reviewing audit partner has performed audit services for the agency for six consecutive fiscal years; and

WHEREAS, this requirement can be mitigated by rotating the applicable partner associated with the audit; and

WHEREAS, staff is recommending changes to the Auditor Selection and Services policy to be consistent with the Government Code.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, that the revised Auditor Selection and Services policy, attached as Exhibit "A" be adopted, and Resolution No. 34-18, attached as Exhibit "B," is hereby rescinded.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 19th day of October, 2021, and passed by the following vote:


AYES: 5 – Directors Georgean M. Vonheeder-Leopold, Marisol Rubio, Arun Goel,
Richard M. Halket, Ann Marie Johnson

NOES: 0

ABSENT: 0

ATTEST:


Nicole Genzale, District Secretary


Ann Marie Johnson, President



TITLE: Approve Amendment No. 1 to the Agreement for Personal Services between General Manager, Shu-Jan (Jan) R. Lee and Dublin San Ramon Services District

RECOMMENDATION:

The District's General Counsel recommends the Board of Directors approve, by Resolution, Amendment No. 1 to the Agreement for Personal Services between General Manager, Jan R. Lee, and Dublin San Ramon Services District, effective as of December 23, 2024.

DISCUSSION:

Following the annual performance review process, the Board of Directors (Board), in accordance with the General Manager's Personal Services Agreement (PSA), desires to amend the PSA to adjust compensation with a cost of living adjustment and to award a merit increase.

The proposed amendment to the PSA adjusts the General Manager's base salary by 2.64% (a Merit Adjustment of \$8,477.52 annually), applied before a Cost-of-Living Adjustment (COLA). Furthermore, the proposed amendment also adjusts the General Manager's base salary by 2.3% (a COLA of \$7,580.76 annually). The total increase to the General Manager's base salary, after the merit and COLA adjustments are applied, is 5% (\$16,058.28) for a new annual base salary of \$337,176.00, which will be effective retroactive to December 23, 2024, which is the first day of the first pay period in calendar year 2025.

Originating Department: Office of the General Manager		Contact: D. Coty	Legal Review: Yes
Financial Review: Yes		Cost and Funding Source: Increase of \$8,000 - FY25 Operating Budget (Fund 900)	
Attachments: <input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)		17 of 38	

RESOLUTION NO. _____

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT APPROVING AND AUTHORIZING EXECUTION OF AMENDMENT NO. 1 TO THE AGREEMENT FOR PERSONAL SERVICES BETWEEN SHU-JAN (JAN) R. LEE AND DUBLIN SAN RAMON SERVICES DISTRICT

WHEREAS, pursuant to Resolution No. 45-23, adopted on November 7, 2023, the Board approved and authorized execution of the Agreement for Personal Services (“the Agreement”) between Jan R. Lee and the Dublin San Ramon Services District as General Manager; and

WHEREAS, following a performance review of the General Manager in December 2024, the Board desires to make adjustments and revisions to the Agreement as are set forth in Amendment No. 1 to the Agreement.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, that the Agreement titled, “Amendment No. 1 to the Agreement for Personal Services Between Dublin San Ramon Services District and Jan R. Lee,” a copy of which is attached hereto as Exhibit “A,” and by this reference incorporated herein, is hereby approved and made effective as of December 23, 2024, and the President of this Board and District Secretary are hereby authorized and directed to execute, and to attest thereto, respectively, said amendment for and on behalf of the District.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of January, 2025, and passed by the following vote:

AYES:

NOES:

ABSENT:

Arun Goel, President

ATTEST: _____
Nicole Genzale, District Secretary

**AMENDMENT NO. 1 TO THE AGREEMENT FOR PERSONAL SERVICES BETWEEN SHU-JAN (JAN)
R. LEE AND THE DUBLIN SAN RAMON SERVICES DISTRICT**

THIS AMENDMENT NO. 1 to the Agreement for Personal Services between Jan R. Lee (“General Manager”) and the Dublin San Ramon Services District, a public agency of the State of California in the Counties of Alameda and Contra Costa (“District”), is made and entered into this 21st day of January 2025.

WITNESSETH:

WHEREAS, the parties heretofore entered into that certain Agreement for Personal Services (General Manager) dated December 23, 2023 (the “Agreement”) under which General Manager (also referred to as “Manager”) has provided and continues to provide services for District; and

WHEREAS, the Board of Directors of the District (the “Board”) has determined that it is in the best interest of District to modify the Agreement with this Amendment No. 1.

NOW, THEREFORE, the parties hereto agree as follows:

Article 1: Section 1 of Exhibit 1 titled “COMPENSATION” to the Agreement are hereby superseded and revised in their entirety and shall read as follows:

“COMPENSATION”

1. BASE SALARY

1.1 Initial Base Salary Commencing on the Effective Date of Amendment No. 1 to the Agreement, District shall compensate General Manager a base salary of \$28,098 per month (\$337,176 annually), payable in bi-weekly installments in accordance with District’s standard payroll procedures.

Article 2: After execution, and subject to Board approval, this Amendment No. 1 shall become effective retroactively to December 23, 2024. (“Effective Date”).

Article 3: In all other respects the Agreement shall be unmodified and remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment No. 1 to the Agreement as of the day and date first hereinabove set forth.

DUBLIN SAN RAMON SERVICES DISTRICT,
a public agency in the State of California

By: _____
Arun Goel, Board President

ATTEST:

Nicole Genzale, District Secretary

GENERAL MANAGER

By: _____
Jan R. Lee



TITLE: Adopt Pay Schedule in Accordance with California Code of Regulations, Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and Rescind Resolution No. 50-24

RECOMMENDATION:

Staff recommends the Board of Directors adopt, by Resolution, the District Pay Schedule in accordance with California Code of Regulations (CCR), Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and rescind Resolution No. 50-24.

DISCUSSION:

By Resolution No. 50-24, the Board of Directors adopted the publicly available pay schedule in accordance with California Code of Regulations (CCR), Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule, during its regularly scheduled meeting on December 17, 2024. The regulations require that the classification title and salary ranges for all public employee classifications at the District be listed on the publicly available pay schedule and be “duly approved and adopted by the employer’s governing body in accordance with requirements of applicable public meetings laws.” The classifications and corresponding salary ranges listed on the pay schedule are governed by the terms of the Memoranda of Understanding (MOUs), Personal Services Agreements (PSAs), and Salary and Benefits Resolutions for Unrepresented Employees previously approved by the Board.

The pay schedule has been updated with the revised base salary for the General Manager, effective December 23, 2024, as approved by the Board in a separate agenda item this evening.

Originating Department: Administrative Services	Contact: S. Koehler/M. Gallardo	Legal Review: Not Required
Financial Review: Not Required	Cost and Funding Source: FY25 Operating Budget	
Attachments: <input type="checkbox"/> None <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input type="checkbox"/> Other (see list on right)	21 of 38	

RESOLUTION NO. _____

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT ADOPTING A PAY SCHEDULE IN ACCORDANCE WITH THE CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 570.5 AND RESCINDING RESOLUTION NO. 50-24

WHEREAS, the California Code of Regulations, Title 2, Section 570.5 requires the District's Board of Directors approve and adopt all pay schedules; and

WHEREAS, the regulations require that the pay schedule be made public without reference to another document in disclosure of the pay rate; and

WHEREAS, by Resolution No. 50-24, the Board-adopted pay schedule was approved on December 17, 2024; and

WHEREAS, the pay schedule shall be updated to reflect the new base salary for the General Manager, effective December 23, 2024, approved by the Board earlier this evening in this regularly scheduled meeting.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:

1. The pay schedule titled DSRSD Pay Schedule, set forth in Exhibit "A" and attached hereto and incorporated herein by reference, is hereby approved and adopted, and Resolution No. 50-24, attached as Exhibit "B," is hereby rescinded.
2. The pay schedule approved and adopted by this resolution shall be periodically updated by the Board of Directors, in accordance with the California Code of Regulations requirements.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 21st day of January, 2025, and passed by the following vote:

AYES:

NOES:

ABSENT:

Arun Goel, President

ATTEST: _____
Nicole Genzale, District Secretary

DSRSD Pay Schedule
Pursuant to CCR Title 2 570.5

Exhibit A

Non-Exempt, Hourly Classifications					Monthly Salary					Hourly Pay Rate				
Job Classification	Exempt	Code	Effective Date	Resolution #	Step A	Step B	Step C	Step D	Step E	Step A	Step B	Step C	Step D	Step E
ACCOUNTANT I	H	2311	12/23/2024	67-21	9,210	9,670	10,155	10,663	11,194	53.1346	55.7885	58.5865	61.5173	64.5808
ACCOUNTING TECHNICIAN I	H	1311	12/23/2024	16-22	7,440	7,813	8,203	8,614	9,044	42.9231	45.0750	47.3250	49.6962	52.1769
ACCOUNTING TECHNICIAN II	H	1312	12/23/2024	16-22	8,184	8,593	9,023	9,474	9,949	47.2154	49.5750	52.0558	54.6577	57.3981
ADMINISTRATIVE ASSISTANT I	H	1611	12/23/2024	16-22	6,107	6,412	6,733	7,070	7,424	35.2327	36.9923	38.8442	40.7885	42.8308
ADMINISTRATIVE ASSISTANT II	H	1612	12/23/2024	16-22	6,719	7,056	7,408	7,777	8,166	38.7635	40.7077	42.7385	44.8673	47.1115
ADMINISTRATIVE ASSISTANT II (y-rated)	H	y1612	12/23/2024	16-22	0	0	0	0	8,419	0.0000	0.0000	0.0000	0.0000	48.5712
ADMINISTRATIVE ASSISTANT I - CONFIDENTIAL	H	4611	12/23/2024	28-24	6,411	6,732	7,069	7,424	7,795	36.9865	38.8385	40.7827	42.8308	44.9712
ADMINISTRATIVE ASSISTANT II - CONFIDENTIAL	H	4612	12/23/2024	28-24	7,055	7,407	7,776	8,166	8,574	40.7019	42.7327	44.8615	47.1115	49.4654
CONSTRUCTION INSPECTOR I	H	1431	12/23/2024	16-22	9,027	9,479	9,952	10,449	10,972	52.0788	54.6865	57.4154	60.2827	63.3000
CONSTRUCTION INSPECTOR II	H	1432	12/23/2024	16-22	9,927	10,423	10,945	11,492	12,067	57.2712	60.1327	63.1442	66.3000	69.6173
ELECTRICIAN I	H	1541	12/23/2024	16-22	8,822	9,263	9,728	10,213	10,724	50.8962	53.4404	56.1231	58.9212	61.8692
ELECTRICIAN II	H	1542	12/23/2024	16-22	9,706	10,192	10,701	11,236	11,798	55.9962	58.8000	61.7365	64.8231	68.0654
ENGINEERING/GIS TECHNICIAN I	H	1401	12/23/2024	16-22	8,264	8,677	9,112	9,568	10,046	47.6769	50.0596	52.5692	55.2000	57.9577
ENGINEERING/GIS TECHNICIAN II	H	1402	12/23/2024	16-22	9,092	9,548	10,026	10,527	11,052	52.4538	55.0846	57.8423	60.7327	63.7615
ENVIRONMENTAL CHEMIST I	H	2571	12/23/2024	67-21	9,493	9,967	10,465	10,992	11,538	54.7673	57.5019	60.3750	63.4154	66.5654
ENVIRONMENTAL COMPLIANCE INSPECTOR I (CLEAN WATER)	H	1421	12/23/2024	16-22	8,067	8,471	8,894	9,339	9,806	46.5404	48.8712	51.3115	53.8788	56.5731
ENVIRONMENTAL COMPLIANCE INSPECTOR II (CLEAN WATER)	H	1422	12/23/2024	16-22	8,874	9,319	9,784	10,273	10,785	51.1962	53.7635	56.4462	59.2673	62.2212
ENVIRONMENTAL COMPLIANCE INSPECTOR I (PRETREATMENT)	H	1561	12/23/2024	16-22	8,735	9,171	9,629	10,111	10,616	50.3942	52.9096	55.5519	58.3327	61.2462
ENVIRONMENTAL COMPLIANCE INSPECTOR II (PRETREATMENT)	H	1562	12/23/2024	16-22	9,609	10,089	10,592	11,122	11,679	55.4365	58.2058	61.1077	64.1654	67.3788
ENVIRONMENTAL HEALTH & SAFETY TECHNICIAN	h	1582	12/23/2024	16-22	8,184	8,593	9,023	9,474	9,949	47.2154	49.5750	52.0558	54.6577	57.3981
HUMAN RESOURCES ANALYST I	H	4331	12/23/2024	28-24	10,167	10,674	11,207	11,771	12,359	58.6558	61.5808	64.6558	67.9096	71.3019
HUMAN RESOURCES TECHNICIAN	H	4342	12/23/2024	28-24	8,184	8,593	9,023	9,474	9,949	47.2154	49.5750	52.0558	54.6577	57.3981
INFORMATION TECHNOLOGY ANALYST I	H	2371	12/23/2024	67-21	10,869	11,408	11,980	12,581	13,209	62.7058	65.8154	69.1154	72.5827	76.2058
INFORMATION TECHNOLOGY TECHNICIAN I	H	1371	12/23/2024	16-22	7,881	8,274	8,688	9,122	9,578	45.4673	47.7346	50.1231	52.6269	55.2577
INFORMATION TECHNOLOGY TECHNICIAN II	H	1372	12/23/2024	16-22	8,669	9,102	9,556	10,035	10,536	50.0135	52.5115	55.1308	57.8942	60.7846
INSTRUMENTATION AND CONTROLS TECHNICIAN I	H	1551	12/23/2024	16-22	9,520	9,995	10,495	11,020	11,570	54.9231	57.6635	60.5481	63.5769	66.7500
INSTRUMENTATION AND CONTROLS TECHNICIAN II	H	1552	12/23/2024	16-22	10,471	10,994	11,545	12,121	12,728	60.4096	63.4269	66.6058	69.9288	73.4308
INSTRUMENTATION, CONTROLS, AND ELECTRICAL SUPERVISOR	H	3555	12/23/2024	54-21	13,822	14,512	15,239	16,001	16,801	79.7423	83.7231	87.9173	92.3135	96.9288
JUNIOR ENGINEER	H	2400	12/23/2024	67-21	10,096	10,599	11,131	11,684	12,270	58.2462	61.1481	64.2173	67.4077	70.7885
LABORATORY TECHNICIAN	H	1572	12/23/2024	16-22	8,268	8,681	9,116	9,572	10,051	47.7000	50.0827	52.5923	55.2231	57.9865
LABORER - TEMPORARY/RA	H	9600	12/23/2024	28-18	3,987	4,160	4,334	4,506	4,680	23.0000	24.0000	25.0000	26.0000	27.0000
MAINTENANCE WORKER I	H	1601	12/23/2024	16-22	7,007	7,356	7,724	8,109	8,515	40.4250	42.4385	44.5615	46.7827	49.1250
MAINTENANCE WORKER II	H	1602	12/23/2024	16-22	7,708	8,093	8,498	8,922	9,368	44.4692	46.6904	49.0269	51.4731	54.0462
MANAGEMENT ANALYST I	H	2611	12/23/2024	67-21	9,652	10,134	10,640	11,173	11,731	55.6846	58.4654	61.3846	64.4596	67.6788
MECHANIC I	H	1531	12/23/2024	16-22	8,112	8,519	8,945	9,391	9,862	46.8000	49.1481	51.6058	54.1788	56.8962
MECHANIC II	H	1532	12/23/2024	16-22	8,925	9,372	9,839	10,331	10,848	51.4904	54.0692	56.7635	59.6019	62.5846
MECHANIC II (CRANE CERTIFIED)	H	1533	12/23/2024	16-22	9,149	9,606	10,086	10,589	11,119	52.7827	55.4192	58.1885	61.0904	64.1481
MECHANICAL SUPERVISOR	H	3535	12/23/2024	54-21	11,699	12,283	12,899	13,548	14,219	67.4942	70.8635	74.4173	78.1615	82.0327
OPERATIONS STOREKEEPER	H	1502	12/23/2024	16-22	8,178	8,587	9,016	9,467	9,942	47.1808	49.5404	52.0154	54.6173	57.3577
OPERATOR-IN-TRAINING	H	1520	12/23/2024	16-22	6,914	7,260	7,624	8,004	8,405	39.8885	41.8846	43.9846	46.1769	48.4904
SENIOR ELECTRICIAN	H	1544	12/23/2024	16-22	10,677	11,210	11,772	12,360	12,978	61.5981	64.6731	67.9154	71.3077	74.8731
SENIOR ENVIRONMENTAL COMPLIANCE INSPECTOR	H	1564	12/23/2024	16-22	10,571	11,099	11,653	12,236	12,848	60.9865	64.0327	67.2288	70.5923	74.1231
SENIOR INSTRUMENTATION AND CONTROLS TECHNICIAN	H	1554	12/23/2024	16-22	11,519	12,095	12,701	13,335	14,001	66.4558	69.7788	73.2750	76.9327	80.7750
SENIOR MECHANIC	H	1534	12/23/2024	16-22	9,819	10,310	10,824	11,366	11,934	56.6481	59.4808	62.4462	65.5731	68.8500
SENIOR MECHANIC (CRANE CERTIFIED)	H	1535	12/23/2024	16-22	10,064	10,567	11,095	11,649	12,231	58.0615	60.9635	64.0096	67.2058	70.5635
SENIOR PROCESS WASTEWATER TREATMENT PLANT OPERATOR	H	1524	12/23/2024	16-22	10,610	11,139	11,697	12,281	12,896	61.2115	64.2635	67.4827	70.8519	74.4000
SENIOR UTILITY BILLING AND CUSTOMER SERVICES REPRESENTATIVE	H	1354	12/23/2024	16-22	8,276	8,690	9,125	9,580	10,060	47.7462	50.1346	52.6442	55.2692	58.0385

DSRSD Pay Schedule
Pursuant to CCR Title 2 570.5

Exhibit A

SENIOR WASTEWATER TREATMENT PLANT OPERATOR	H	1523	12/23/2024	16-22	9,624	10,106	10,611	11,140	11,698	55.5231	58.3038	61.2173	64.2692	67.4885
SENIOR WATER/WASTEWATER SYSTEMS OPERATOR	H	1514	12/23/2024	16-22	10,509	11,036	11,589	12,168	12,775	60.6288	63.6692	66.8596	70.2000	73.7019
UTILITY BILLING AND CUSTOMER SERVICES FIELD TECHNICIAN I	H	1361	12/23/2024	16-22	6,840	7,180	7,540	7,917	8,313	39.4615	41.4231	43.5000	45.6750	47.9596
UTILITY BILLING AND CUSTOMER SERVICES FIELD TECHNICIAN II	H	1362	12/23/2024	16-22	7,523	7,900	8,294	8,709	9,144	43.4019	45.5769	47.8500	50.2442	52.7538
UTILITY BILLING AND CUSTOMER SERVICES REPRESENTATIVE I	H	1351	12/23/2024	16-22	5,974	6,273	6,585	6,915	7,261	34.4654	36.1904	37.9904	39.8942	41.8904
UTILITY BILLING AND CUSTOMER SERVICES REPRESENTATIVE II	H	1352	12/23/2024	16-22	6,572	6,900	7,245	7,607	7,988	37.9154	39.8077	41.7981	43.8865	46.0846
WASTEWATER TREATMENT PLANT OPERATOR I	H	1521	12/23/2024	16-22	7,954	8,350	8,767	9,207	9,666	45.8885	48.1731	50.5788	53.1173	55.7654
WASTEWATER TREATMENT PLANT OPERATOR II	H	1522	12/23/2024	16-22	8,750	9,187	9,647	10,128	10,635	50.4808	53.0019	55.6558	58.4308	61.3558
WASTEWATER TREATMENT PLANT SUPERVISOR	H	3525	12/23/2024	54-21	12,557	13,184	13,844	14,536	15,264	72.4442	76.0615	79.8692	83.8615	88.0615
WATER/WASTEWATER SYSTEMS OPERATOR I	H	1511	12/23/2024	16-22	8,475	8,897	9,343	9,811	10,301	48.8942	51.3288	53.9019	56.6019	59.4288
WATER/WASTEWATER SYSTEMS OPERATOR II	H	1512	12/23/2024	16-22	9,322	9,787	10,277	10,791	11,330	53.7808	56.4635	59.2904	62.2558	65.3654
WATER/WASTEWATER SYSTEMS OPERATOR II (ON CALL)	H	1513	12/23/2024	16-22	9,554	10,033	10,534	11,062	11,614	55.1192	57.8827	60.7731	63.8192	67.0038
WATER/WASTEWATER SYSTEMS SUPERVISOR	H	3515	12/23/2024	54-21	12,613	13,245	13,907	14,602	15,332	72.7673	76.4135	80.2327	84.2423	88.4538

Exempt Classifications					Monthly Salary					Bi-Weekly Pay Rate				
Job Classification	Exempt	Code	Effective Date	Resolution #	Step A	Step B	Step C	Step D	Step E	Step A	Step B	Step C	Step D	Step E
ACCOUNTANT II	S	2312	12/23/2024	67-21	10,130	10,637	11,169	11,728	12,313	4675.38	4909.38	5154.92	5412.92	5682.92
ADMINISTRATIVE SERVICES DIRECTOR	S	5307	12/23/2024	28-24	18,811	19,751	20,738	21,776	22,865	8682.00	9115.85	9571.38	10050.46	10553.08
ASSISTANT ENGINEER	S	2401	12/23/2024	67-21	11,105	11,660	12,242	12,854	13,497	5125.38	5381.54	5650.15	5932.62	6229.38
ASSISTANT GENERAL MANAGER	S	5118	12/23/2024	28-24	20,223	21,234	22,295	23,410	24,582	9333.69	9800.31	10290.00	10804.62	11345.54
ASSOCIATE ENGINEER	S	2402	12/23/2024	67-21	12,769	13,408	14,079	14,782	15,522	5893.38	6188.31	6498.00	6822.46	7164.00
CLEAN WATER PROGRAMS ADMINISTRATOR	S	2422	12/23/2024	67-21	11,941	12,539	13,166	13,824	14,514	5511.23	5787.23	6076.62	6380.31	6698.77
ENGINEERING SERVICES DIRECTOR	S	5407	12/23/2024	28-24	18,811	19,751	20,738	21,776	22,865	8682.00	9115.85	9571.38	10050.46	10553.08
ENVIRONMENTAL CHEMIST II	S	2572	12/23/2024	67-21	10,442	10,963	11,512	12,088	12,691	4819.38	5059.85	5313.23	5579.08	5857.38
ENVIRONMENTAL HEALTH AND SAFETY PROGRAMS ADMINISTRATOR	S	2582	12/23/2024	67-21	11,705	12,290	12,903	13,551	14,228	5402.31	5672.31	5955.23	6254.31	6566.77
EXECUTIVE SERVICES SUPERVISOR	S	3385	12/23/2024	54-21	13,258	13,921	14,618	15,349	16,115	6119.08	6425.08	6746.77	7084.15	7437.69
FINANCE DIRECTOR	S	5327	12/23/2024	28-24	18,811	19,751	20,738	21,776	22,865	8682.00	9115.85	9571.38	10050.46	10553.08
FINANCE SUPERVISOR	S	3325	12/23/2024	54-21	13,062	13,715	14,402	15,121	15,877	6028.62	6330.00	6647.08	6978.92	7327.85
FINANCIAL ANALYST	S	2322	12/23/2024	67-21	11,401	11,971	12,571	13,199	13,858	5262.00	5525.08	5802.00	6091.85	6396.00
FINANCIAL SERVICES MANAGER	S	3326	12/23/2024	54-21	15,677	16,459	17,282	18,147	19,052	7235.54	7596.46	7976.31	8375.54	8793.23
GENERAL MANAGER	S	6118	12/23/2024	TBD	0	0	0	0	28,098	0.0000	0.0000	0.0000	0.0000	12968.31
GIS ANALYST	S	2412	12/23/2024	67-21	11,636	12,219	12,827	13,469	14,144	5370.46	5639.54	5920.15	6216.46	6528.00
HUMAN RESOURCES ANALYST II	S	4335	12/23/2024	28-24	11,183	11,743	12,331	12,946	13,594	5161.38	5419.85	5691.23	5975.08	6274.15
HUMAN RESOURCES AND RISK MANAGER	S	4336	12/23/2024	28-24	14,513	15,241	16,001	16,801	17,642	6698.31	7034.31	7385.08	7754.31	8142.46
INFORMATION TECHNOLOGY ANALYST II	S	2372	12/23/2024	67-21	11,953	12,551	13,178	13,837	14,530	5516.77	5792.77	6082.15	6386.31	6706.15
INFORMATION TECHNOLOGY MANAGER	S	3376	12/23/2024	54-21	15,607	16,386	17,207	18,070	18,974	7203.23	7562.77	7941.69	8340.00	8757.23
LABORATORY AND ENVIRONMENTAL COMPLIANCE MANAGER	S	3576	12/23/2024	54-21	13,478	14,152	14,861	15,602	16,384	6220.62	6531.69	6858.92	7200.92	7561.85
LABORATORY SUPERVISOR	S	3575	12/23/2024	54-21	12,008	12,607	13,239	13,901	14,595	5542.15	5818.62	6110.31	6415.85	6736.15
MANAGEMENT ANALYST II	S	2612	12/23/2024	67-21	10,616	11,148	11,704	12,290	12,903	4899.69	5145.23	5401.85	5672.31	5955.23
MECHANICAL SUPERINTENDENT	S	3536	12/23/2024	54-21	14,039	14,740	15,479	16,252	17,065	6479.54	6803.08	7144.15	7500.92	7876.15
OPERATIONS COMPLIANCE MANAGER	S	3596	12/23/2024	54-21	15,489	16,264	17,078	17,931	18,828	7148.77	7506.46	7882.15	8275.85	8689.85
OPERATIONS DIRECTOR	S	5507	12/23/2024	28-24	18,811	19,751	20,738	21,776	22,865	8682.00	9115.85	9571.38	10050.46	10553.08
PRETREATMENT PROGRAMS ADMINISTRATOR	S	2562	12/23/2024	67-21	11,049	11,601	12,182	12,791	13,429	5099.54	5354.31	5622.46	5903.54	6198.00
PRINCIPAL ELECTRICAL ENGINEER	S	3546	12/23/2024	54-21	16,198	17,007	17,856	18,750	19,689	7476.00	7849.38	8241.23	8653.85	9087.23
PRINCIPAL ENGINEER	S	3406	12/23/2024	54-21	16,198	17,007	17,856	18,750	19,689	7476.00	7849.38	8241.23	8653.85	9087.23
PRINCIPAL WATER/WASTEWATER SYSTEMS ENGINEER	S	3506	12/23/2024	54-21	16,198	17,007	17,856	18,750	19,689	7476.00	7849.38	8241.23	8653.85	9087.23
PUBLIC AFFAIRS PROGRAM ADMINISTRATOR	S	2142	12/23/2024	67-21	11,745	12,333	12,950	13,597	14,277	5420.77	5692.15	5976.92	6275.54	6589.38
PUBLIC AFFAIRS SPECIALIST	S	2122	12/23/2024	67-21	10,555	11,082	11,638	12,220	12,830	4871.54	5114.77	5371.38	5640.00	5921.54

DSRSD Pay Schedule
Pursuant to CCR Title 2 570.5

Exhibit A

PUBLIC AFFAIRS SUPERVISOR	S	3125	12/23/2024	54-21	13,435	14,106	14,813	15,555	16,332	6200.77	6510.46	6836.77	7179.23	7537.85
SENIOR ENGINEER	S	3405	12/23/2024	54-21	14,355	15,073	15,826	16,617	17,447	6625.38	6956.77	7304.31	7669.38	8052.46
SENIOR ENVIRONMENTAL CHEMIST	S	2574	12/23/2024	67-21	11,487	12,061	12,665	13,298	13,962	5301.69	5566.62	5845.38	6137.54	6444.00
SENIOR HUMAN RESOURCES ANALYST	S	4334	12/23/2024	28-24	12,302	12,917	13,562	14,241	14,953	5677.85	5961.69	6259.38	6572.77	6901.38
SENIOR INFORMATION TECHNOLOGY ANALYST	S	2374	12/23/2024	67-21	13,148	13,805	14,496	15,221	15,982	6068.31	6371.54	6690.46	7025.08	7376.31
SENIOR MANAGEMENT ANALYST	S	2614	12/23/2024	67-21	11,678	12,262	12,874	13,518	14,194	5389.85	5659.38	5941.85	6239.08	6551.08
SENIOR QUALITY ASSURANCE CHEMIST	S	2564	12/23/2024	67-21	11,487	12,061	12,665	13,298	13,962	5301.69	5566.62	5845.38	6137.54	6444.00
SPECIAL ASSISTANT TO THE GENERAL MANAGER	S	5107	12/23/2024	28-24	16,356	17,174	18,033	18,935	19,882	7548.92	7926.46	8322.92	8739.23	9176.31
VISUAL COMMUNICATIONS SPECIALIST	S	2132	12/23/2024	67-21	10,555	11,082	11,638	12,220	12,830	4871.54	5114.77	5371.38	5640.00	5921.54
WASTEWATER TREATMENT PLANT OPERATIONS SUPERINTENDENT	S	3526	12/23/2024	54-21	15,900	16,695	17,530	18,408	19,328	7338.46	7705.38	8090.77	8496.00	8920.62
WATER/WASTEWATER SYSTEMS SUPERINTENDENT	S	3516	12/23/2024	54-21	15,138	15,894	16,688	17,522	18,400	6986.77	7335.69	7702.15	8087.08	8492.31

RESOLUTION NO. 50-24

RESOLUTION OF THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT ADOPTING A PAY SCHEDULE IN ACCORDANCE WITH THE CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 570.5 AND RESCINDING RESOLUTION NO. 29-24

WHEREAS, the California Code of Regulations, Title 2, Section 570.5 requires the District's Board of Directors approve and adopt all pay schedules; and

WHEREAS, the regulations require that the pay schedule be made public without reference to another document in disclosure of the pay rate; and

WHEREAS, by Resolution No. 29-24, the Board-adopted pay schedule was approved on August 6, 2024, and

WHEREAS, the Mid-Management Employees' Bargaining Unit (MEBU) have met in good faith and agreed to labor contracts effective December 13, 2021, through December 21, 2025; and

WHEREAS, the International Federation of Professional and Technical Engineers, Local 21 (Local 21) have met in good faith and agreed to labor contracts effective December 13, 2021, through December 21, 2025; and

WHEREAS, the Stationary Engineers, Local 39 (Local 39) have met in good faith and agreed to labor contracts effective December 13, 2021, through December 21, 2025; and

WHEREAS, the Board amended the Unrepresented Employees Salary and Benefits Resolution, effective August 6, 2024; and

WHEREAS, the specific language of the labor contracts and salary and benefits resolution establish new base salaries effective the first day of the first pay period of calendar year 2025.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF DUBLIN SAN RAMON SERVICES DISTRICT, a public agency located in the Counties of Alameda and Contra Costa, California, as follows:


1. That the pay schedule titled DSRSD Pay Schedule, set forth in Exhibit "A" and attached hereto and incorporated herein by reference, is hereby approved and adopted, and Resolution No. 29-24, attached as Exhibit "B," is hereby rescinded.
2. That the pay schedule approved and adopted by this resolution shall be periodically updated by the Board of Directors, in accordance with the California Code of Regulations requirements.

ADOPTED by the Board of Directors of Dublin San Ramon Services District, a public agency in the State of California, Counties of Alameda and Contra Costa, at its regular meeting held on the 17th day of December, 2024, and passed by the following vote:

AYES: 5 – Directors Ann Marie Johnson, Georgean M. Vonheeder-Leopold,
Dinesh Govindarao, Richard M. Halket, Arun Goel

NOES: 0

ABSENT: 0



Arun Goel, President

ATTEST:



Nicole Genzale, District Secretary



TITLE: Receive Presentation on the 2025 Strategic Plan Update

RECOMMENDATION:

Staff recommends the Board of Directors receive a presentation on the 2025 Strategic Plan Update developed by the Leadership Team, discuss Board priorities for the Strategic Plan, and provide direction on the Strategic Plan to staff.

SUMMARY:

The Board adopted the District's five-year Strategic Plan for Fiscal Years Ending (FYE) 2024-2028 on April 18, 2023. In October 2024, staff began the process of reviewing and updating the Strategic Plan for FYE 2026-2030 (2025 Strategic Plan Update). As part of this process, staff engaged West Yost to facilitate a planning session with the District's Leadership Team on November 6, 2024. Output from this planning session was used to develop the draft 2025 Strategic Plan Update. On January 21, 2025, West Yost will present the proposed concepts for the 2025 Strategic Plan Update. Feedback and direction from the Board will be incorporated into a second draft of the Strategic Plan that will be discussed with the Board on March 4, 2025. Staff anticipate asking the Board to consider adoption of the final 2025 Strategic Plan Update on March 18, 2025.

BACKGROUND:

The District's Strategic Plan is a five-year planning document that incorporates the District's mission and vision statements and outlines key strategic goals and action items that the District seeks to accomplish over the five-year period in support of the District's mission and vision. The current Strategic Plan for FYE 2024-2028 was adopted by the Board of Directors on April 18, 2023 (Attachment 1). Concurrent with each biennial budget process, staff works with the Board of Directors to review and update the Strategic Plan. Once the Board adopts the updated five-year Strategic Plan, work activities and resources needed to implement the Strategic Plan are reflected in the operating and capital budgets, which the Board will review in May 2025 and consider adopting in June 2025.

In October 2024, staff engaged West Yost to assist with the 2025 Strategic Plan Update. On November 6, 2024, West Yost facilitated a strategic planning session with the Full Leadership Team (consisting of the District's executive managers and mid-managers). The purpose of this session was to ensure staff alignment on District priorities and for staff to collaborate on a Strategic Plan that is both aspirational and actionable, with clear steps and accountability to measure and celebrate success. The output from the strategic planning session was then used by West Yost and the Senior Management Team to develop the draft 2025 Strategic Plan Update.

DISCUSSION:

The proposed 2025 Strategic Plan Update continues many of the concepts, ideas, and themes from the Strategic Plan adopted in 2023, with refinements to reflect progress made over the last two years and additional items needed to support the District's mission, vision, and Strategic Plan goals. In addition, the proposed structure of the Strategic Plan has been changed to better guide District efforts and measure progress towards meeting Strategic Plan goals. The proposed 2025 Strategic Plan Update is included as Attachment 2.

The proposed 2025 Strategic Plan includes:

- **6 Goals.** The goals establish broad, primary outcomes the District is striving to achieve in support of our mission and vision. The number of goals has been reduced and refined from ten to six in the proposed 2025 Strategic Plan Update.

Originating Department: Office of the General Manager	Contact: J. Lee	Legal Review: Not Required
Financial Review: Not Required	Cost and Funding Source: N/A	
Attachments: <input type="checkbox"/> None <input type="checkbox"/> Resolution <input type="checkbox"/> Ordinance <input type="checkbox"/> Task Order <input type="checkbox"/> Proclamation <input checked="" type="checkbox"/> Other (see list on right)	Attachment 1 – 2023 Adopted Strategic Plan Attachment 2 – 2025 Draft Strategic Plan Update	

- **15 Strategies and 33 Objectives.** The refined structure breaks down Goals into Strategies and Objectives. Strategies guide actions towards meeting a Goal. Objectives have concise, actionable elements related to strategy execution. They can and will be broken down into specific projects with measurable and quantifiable targets.

No changes are being proposed in the 2025 Strategic Plan Update to the mission statement or values. A minor revision to the District's vision statement is being proposed to include language reflecting the District's vision to also be *"innovative in navigating our every-changing industry."*

The process for updating the Strategic Plan typically occurs over multiple Board meetings. On January 21, 2025, West Yost will make a presentation on the 2025 Strategic Plan Update concepts developed by staff and receive comments and direction from the Board, including.

- Items to be added
- Items to be removed
- Items to be reworded or clarified
- Items to be revised

Based on Board input received on January 21, staff will prepare a second draft of the 2025 Strategic Plan Update for review and discussion with the Board on March 4. Staff will then incorporate any additional comments from the Board and bring back a final version of the 2025 Strategic Plan Update for the Board to consider adopting at the March 18 Board meeting.

Once the Board adopts the updated five-year Strategic Plan, work activities and resources needed to implement the Strategic Plan are reflected in the operating and capital budgets, which the Board will review in May 2025 and consider adopting in June 2025.



**Dublin San Ramon
Services District**

Water, wastewater, recycled water

STRATEGIC PLAN GOALS AND ACTION ITEMS— FYE 2024 - 2028

Maintain our financial stability and sustainability

- Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates, while striving to limit increases to general inflation trends
- Ensure financial sustainability through long-term financial planning, including 10-year modeling
- Review and update the District's reserve policies

Meet or exceed regulatory requirements while preparing for the future regulatory landscape

- Sustain a robust safety culture by continuously updating the District's environmental health and safety programs
- Develop and maintain a centralized regulatory tracking system
- Collaborate with partner agencies to monitor evolving regulatory requirements and explore potential compliance and mitigation strategies
- Implement improvements to comply with standards adopted by the Environmental Laboratory Accreditation Program beginning January 1, 2024

Enhance our ability to respond to emergencies and maintain business continuity

- Update and maintain documentation of emergency response and business continuity plans, including support documents for regional coordination and mutual assistance
- Manage inventory of emergency assets, equipment, and materials in stock
- Integrate and strengthen employee knowledge and competency of emergency response through ongoing training and Incident Command System (ICS) and Emergency Operation Center (EOC) exercises
- Explore coordination of emergency planning with partner agencies and the cities we serve

Maintain a high level of customer service and community relations through public outreach, education and partnership efforts

- Educate and engage the community on the Tri-Valley's water supply challenges and opportunities through implementation of the Tri-Valley Water Reliability Public Information Program
- Build public awareness of the District's priorities, initiatives, systems, and services
- Leverage Tri-Valley and regional partnerships to maximize public outreach efforts

Improve the resiliency of the District's water supplies against future uncertainties

- Work collaboratively with our Tri-Valley and regional partners in the development of a more diversified and resilient water supply
- Prepare and implement water conservation strategies to reduce water demand, improve system reliability, and comply with state regulations

Foster long-term partnerships to provide efficient and cost-effective services

- Build relationships and actively participate in local partnerships, regional groups, coalitions, and associations to advance common goals
- Review and update our Joint Powers Authority and other interagency agreements and contracts to address changing conditions and align with the District's Mission and Strategic Plan goals

Optimize the Asset Management Program to guide District business decisions

- Standardize and implement District-wide procedures and plans for the Asset Management Program
- Expand and maintain asset records including equipment data, criticality, maintenance history, asset condition, and performance
- Use asset management data to maximize the life of assets and budget for long-term capital replacement needs

Improve energy efficiency and reliability for the District

- Develop a District energy policy and District energy master plan that evaluates sustainable energy sources and opportunities for cost-effective energy conservation and efficiency
- Initiate cost-effective energy projects consistent with the District's energy policy, business needs, and future regulations

Maintain a culture that attracts, retains, and engages a high performing workforce in support of the District's Mission and Values

- Diversify and strengthen the skills of District employees to meet evolving workforce demands through participation in professional organizations and development programs
- Implement a structured management and leadership program for employee career and professional growth
- Promote a strong District workforce culture which encourages learning, teamwork, and recognition of employee contributions, and enhances employee engagement
- Develop a succession plan for key positions where feasible

Optimize District-wide operations by improving our business practices, procedures, and information systems to meet evolving needs

- Invest in business process improvements to enhance communications and access to information
- Integrate our business enterprise systems to more effectively share data across the District
- Review and update our Information Technology and SCADA Master Plans

MISSION

Protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

VISION

In our operations, financial practices, and public policies we strive to be an effective and efficient organization, and to be seen as an industry leader of best management practices. Our agency seeks to be adaptable and resilient in navigating the challenges of our ever-changing industry.



DISTRICT CORE VALUES

The core values are simple key words that describe the values of the agency; they are accompanied by questions that are to be asked when major policy decisions are being considered to ascertain if the decision is in conformance to the stated values.

CORE VALUE	CORE VALUE QUESTION
Protect Public Health and the Environment	Does the decision protect public health and the environment?
Sustain Financial Stability	Does the decision sustain or contribute to the financial stability of the District?
Be Open and Transparent	Is the decision being made in an appropriately open and transparent manner and has it considered public input?
Fairness, Respect, Honesty, and Ethics	Does the decision treat all concerned fairly, respectfully, honestly, and ethically?
Operate Safely	Does the decision promote a safe environment for the community and the workforce?
Provide High Quality Customer Service	Does the decision reflect high quality customer service?
Provide Sustainable, Efficient, Reliable, and Secure Services	Does the decision maintain or enhance the District's sustainability, efficiency, reliability, and security?
Perform at a High Standard	Does the decision or action lead to a high performing, highly qualified, motivated, safe, and innovative workforce and an adaptable organization?



**Dublin San Ramon
Services District**

Water, wastewater, recycled water

DRAFT 5-YEAR STRATEGIC PLAN – 2023 UPDATE (FYE 2026 – 2030)

Mission

Protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.

Vision

In our operations, financial practices, and public policies we strive to be an effective and efficient organization, and to be seen as an industry leader of best management practices. Our agency seeks to be adaptable, resilient, and innovative in navigating our ever-changing industry.

Values

- Protect Public Health and the Environment
- Sustain Financial Stability
- Be Open and Transparent
- Fairness, Respect, Honesty and Ethics
- Operate Safely
- Provide High Quality Customer Service
- Provide Sustainable, Efficient, Reliable, and Secure Services

Strategic Goals

ENVIRONMENTAL PROTECTION AND REGULATORY COMPLIANCE

Meet or exceed environmental and public health standards while preparing for the future regulatory landscape.

LONG-TERM FINANCIAL STABILITY AND SUSTAINABILITY

Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates.

WORKFORCE DEVELOPMENT AND PLANNING

Maintain a culture that attracts, retains, and engages a high-performing workforce in support of the District's Mission and Values.

RESILIENT AND EFFECTIVE OPERATIONS

Improve the resiliency of our operations against emergencies and future uncertainties through planning, long-term partnerships, and integrating technologies that improve the efficiency and effectiveness of our business processes.

LONG-TERM INFRASTRUCTURE INVESTMENT

Cost-effectively manage, maintain, and improve infrastructure to deliver sustainable, reliable, high-quality service now and in the future.

CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT

Foster confidence and trust in District services through quality customer service, community engagement, education, and partnership efforts.

STRATEGIC GOAL 1
ENVIRONMENTAL PROTECTION AND REGULATORY COMPLIANCE

Meet or exceed environmental and public health standards while preparing for the future regulatory landscape.

1.A. Strategy: Minimize impacts to the environment by reducing, recycling, and conserving natural resources.

Objectives:

- Increase the use and generation of renewable energy to offset additional future energy demands and reduce greenhouse gas emissions.
- Maximize water recycling to reduce nutrient discharges to San Francisco Bay.
- Conserve potable water supplies through efficiency, conservation and recycling.

1.B. Strategy: Operate and maintain District facilities to meet or exceed regulatory requirements while preparing for the future regulatory landscape.

Objectives:

- Develop and maintain a centralized system for overseeing and tracking regulatory requirements, compliance, and reporting.
- Collaborate with partner agencies to monitor evolving regulatory requirements and explore potential compliance and mitigation strategies.
- Sustain a robust safety culture by continuously updating the District's environmental health and safety programs.

STRATEGIC GOAL 2
LONG-TERM FINANCIAL STABILITY AND SUSTAINABILITY

Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates.

2.A. Strategy: Ensure financial sustainability through long-term financial planning.

Objectives:

- Maintain ten-year financial planning models that include long-term forecasts of operating and capital expenditures, revenue requirements and rates and charges.
- Plan for rate increases that are steady, predictable, and based on our strategic needs.

2.B. Strategy: Enhance accountability and transparency in financial management.

Objectives:

- Provide accurate, timely and informative financial reports to the Board.
- Regularly review and update financial processes, procedures, and policies to reflect current practices and legal requirements.

STRATEGIC GOAL 3
WORKFORCE DEVELOPMENT AND PLANNING

Maintain a culture that attracts, retains, and engages a high-performing workforce in support of the District's Mission and Values.

3.A. Strategy: Diversify and strengthen the skills of District employees to meet evolving workforce demands through participation in professional organizations and development programs.

Objectives:

- Formalize on-the-job training programs in all District departments.
- Establish a mentorship system to support knowledge transfer and encourage professional development.
- Continue to improve the management and leadership program for employee career and professional growth.

3.B. Strategy: Plan for succession of key positions where feasible.

Objectives:

- Provide professional growth opportunities through "stretch" and temporary acting assignments when feasible and supports business needs.
- Update recruitment and selection standard procedures to optimize employee engagement, performance, and retention.

3.C. Strategy: Promote a District culture which encourages learning, teamwork, and recognition.

Objectives:

- Provide inclusive employee engagement programs which align with employee interests and support teamwork.
- Provide employee recognition programs which acknowledge employees for high-level performance and commitment in support of the District's Mission and Core Values.

STRATEGIC GOAL 4
RESILIENT AND EFFECTIVE OPERATIONS

Improve the resiliency of our operations against emergencies and future uncertainties through planning, long-term partnerships, and integrating technologies that improve the efficiency and effectiveness of our business processes.

4.A. Strategy: Strengthen Emergency Preparedness and Response Plans

Objectives:

- Update and maintain emergency response and business continuity plans, including support documents for regional coordination and mutual assistance.
- Manage inventory of emergency equipment, materials, and contracts.
- Review and exercise emergency communications, critical functions, information technology infrastructure and protocols to support emergency response and recovery preparedness.

4.B. Strategy: Increase the resiliency of District water supplies and operations through long-term partnerships.

Objectives:

- Work collaboratively with Tri-Valley Water Agencies to diversify and improve resiliency of our water supply.
- Review and update Joint Powers Authority and interagency agreements to reflect current practices and future needs.

4.C. Strategy: Update and maintain a long-term plan to guide technology investments and resources.

Objectives:

- Implement technologies that improve the efficiency and effectiveness of business processes.
- Centralize, structure, and manage data to support consistent analysis and reporting.

STRATEGIC GOAL 5
LONG-TERM INFRASTRUCTURE INVESTMENT

Cost-effectively manage, maintain, and improve infrastructure to deliver sustainable, reliable, high-quality service now and in the future.

5.A. Strategy: Maintain coordinated master plans for all facilities and assets.

Objectives:

- Periodically update and maintain a master plan for each group of assets or system that reflects current condition and performance, and addresses improvements needed to meet defined service-level requirements.

5.B. Strategy: Optimize the Asset Management Program to guide District business decisions.

Objectives:

- Standardize and implement District-wide procedures and plans for the Asset Management Program.
- Use asset management data to determine criticality, maximize the life of assets and budget for long-term capital replacement needs.

5.C. Strategy: Manage and implement a prioritized Capital Improvement Program to address long-term infrastructure needs.

Objectives:

- Plan and design capital projects to improve resiliency and meet or surpass environmental and regulatory requirements.
- Coordinate and collaborate construction project scheduling with city, county, and stakeholders to minimize impacts on communities.

STRATEGIC GOAL 6
CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT

Foster confidence and trust in District services through quality customer service, community engagement, education, and partnership efforts.

6.A. Strategy: Provide quality service, and timely information and resolution of customer inquiries.

Objectives:

- Formalize a customer service program that provides quality customer service and tracks performance.

6.B. Strategy: Build public awareness through outreach and education of District services, priorities, and initiatives.

Objectives:

- Redesign website and leverage social media platforms to improve accessibility and customer experience.
- Leverage Tri-Valley and regional partnerships to maximize public outreach and communication on water supply challenges and potential solutions.
- Educate and engage the community on water, wastewater treatment and recycled water services.