

HIGHLINE WATER DISTRICT King County, Washington

RESOLUTION 23-12-20C

RESOLUTION ADOPTING THE 2024 GOALS, OBJECTIVES AND WORK PLAN

WHEREAS, Staff and the Board of Commissioners hold annual workshop meetings to develop the annual Budget, Capital Improvement Program and set Goals for the upcoming year.

NOW THEREFORE, BE IT RESOLVED:

The Board of Commissioners hereby adopts the 2024 Goals, Objectives and Work Plan developed by the General Manager and Staff (attached as Exhibit A and incorporated herein).

ADOPTED BY THE BOARD OF COMMISSIONERS of Highline Water District, King County, Washington, at an open public meeting held this **20th** day of **December 2023**.

BOARD OF COMMISSIONERS

DocuSigned by:
Daniel Johnson
6E7D3C07098E4C7
Daniel Johnson, President

DocuSigned by:
Polly Daigle
7B10B61074804ED
Polly Daigle, Commissioner

DocuSigned by:
Kathleen Quong-Vermeire
16FCA32C455641H...
Kathleen Quong-Vermeire, Secretary

DocuSigned by:
Todd Fultz
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Todd Fultz, Commissioner

Vince Koester, Commissioner



Kent Des Moines Road

2024 GOALS, OBJECTIVES & WORKPLAN

Mission Statement

"Our mission is to provide high quality water and excellent customer service while effectively managing District infrastructure for a reliable water system today and for future generations"

2024 PRIORITY TASKS

- **Complete Tyee Facility Negotiations**
- **Complete Personnel Manual Update**
- **Begin Administrative Codebook Update**
- **Evaluate Revising District Logo and Create New Website**
- **Finalize SPU Amendment to Wholesale Water Contract**

COMMITMENT TO A QUALITY WORKFORCE GOALS

Objective: Hire and retain top talent by providing staff opportunities for personal growth and success to ensure a versatile and robust workforce

Goals:

1. Provide cross training for staff

- Task(s):**
- Fill vacant positions within 1st Quarter of 2024
 - Ensure minimum of four staff members are trained and in the telemetry on-call rotation
 - Prepare for next round of retirements (Anticipate four retirements within next two years)
 - Provide opportunities for training of qualified personnel interested in pursuing professional growth in key positions

2. Ensure all applicable staff meet professional growth requirements

- Task(s):**
- Review staff's current CEU accumulation and provide staff with available courses to meet requirements
 - Provide supplemental supervisory training to management personnel

3. Update District standards and procedures for staff guidance

- Task(s):**
- Complete current update of Personnel Manual
 - Begin update of District Administrative Codebook
 - 2024 update of DE Standards and Standard Details
 - Begin 2026 Water System Plan Update

4. Ensure staff have all necessary tools and equipment to work efficiently and effectively

- Task(s):**
- Purchase all approved capital assets by June
 - Develop program for evaluating and forecasting future capital purchases

WATER QUALITY GOALS

Objective: Provide continuous and healthy drinking and fire protection water that meets or exceeds federal and state drinking water standards

Goals:

1. Maintain a 0.4 ppm minimum chlorine residual in distribution system

- Task(s):**
- Complete perimeter flushing bi-monthly and evaluate flushing locations to maximize efforts
 - Flush all (approx. 440) dead-end mains annually
 - Clean 50 miles of water main with High Velocity Flushing

2. Comprehensive water sampling and reporting

- Task(s):**
- Begin testing and reporting Angle Lake and Des Moines wells for chloride and static water level and provide data to Department of Ecology bi-annually
 - Begin UCMR 5 sampling in Quarter 3

3. Improve protection of potential water supply contamination from possible cross connections

- Task(s):**
- Review and update Cross Connection Control Program Encourage all field staff to become Cross Connection Specialists
 - Complete 50 onsite backflow assembly inspections of high hazard services

CUSTOMER SERVICE GOALS

Objective: Provide excellent customer service to internal and external customers

Goals:

1. Enhance customers payment experience

- Task(s):**
- Implement and complete payment portal upgrade (required due to aging software)

2. Enhance customer communication

- Task(s):**
- Update and publish the District website
 - Complete Bi-Annual Newsletter
 - Assess outbound communication tools
 - Implement new after-hours answering service
 - Publish Lead Service Line Inventory map to District Website per DOH guidelines, by October

CUSTOMER SERVICE GOALS

3. Maintain professional working relationships with outside agencies through continued networking

- Task(s):**
- Complete Franchise agreements with King County
 - Finalize negotiations with the Port of Seattle regarding Tyee disposition

FISCAL RESPONSIBILITY GOALS

Objective: Comply with government accounting standards board

Goals:

1. Maintain GAAP procedures and internal controls

- Task(s):**
- Research and implement SAO's annual changes

2. Complete financial software upgrade and provide training to staff

- Task(s):**
- Implement software and train staff in Q1
 - Create internal SOPs for all workflows

3. Provide an ethical work environment

- Task(s):**
- Communicate Ethics policies to staff and Board

RELIABLE INFRASTRUCTURE AND WATER DELIVERY

Objective: Ensure the District's infrastructure is well maintained and capable of delivering reliable water service

Goals:

1. Enhance Security and mitigation efforts

- Task(s):**
- Complete security upgrades at Pump Station 3
 - Install new fencing at the main office

2. Perform Infrastructure maintenance and improvement

- Task(s):**
- Complete three small scale water main replacement projects (<\$50,000) to address aging infrastructure and mitigate impacts from city projects
 - Rebuild 7 control valves pursuant to their 5 year rebuild schedule
 - Inspect, clean, and paint 750 hydrants utilizing seasonal employees
 - Operate 1600 valves
 - Install or replace 50 water services

RELIABLE INFRASTRUCTURE AND WATER DELIVERY

3. Maintain system monitoring and testing procedures to ensure ongoing quality and efficiency

- Task(s):**
- Review 220 easements for encroachments
 - Complete meter testing of all meters =>3"
 - Inspect 3,000 meter and boxes for accessibility
 - Task: Monitor 60 miles of main line with leak detection equipment

4. Ensure sufficient investments are completed into District infrastructure to maintain a reliable and resilient system

- Task(s):**
- Deliver on all aspects of CIP within the District's control
 - Facilitate resolution of third-party delays in project delivery
 - Review Asset Management program to ensure proper investment

Agenda Item No.: 5.3
Agenda Date: 12/20/23
Reviewed By: JSD

Subject: Adopt 2024 Goals, Objectives and Work Plan

CATEGORY	
<i>Executive</i>	<input type="checkbox"/>
<i>Administrative</i>	<input checked="" type="checkbox"/>
<i>Engineering/Operations</i>	<input checked="" type="checkbox"/>

FINANCIAL						
<i>Expenditures?</i>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>Budgeted?</i>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>Amount: \$</i>					<u> </u>	
<i>Plus WSST</i>						

ATTACHMENTS:

1. Resolution #23-12-20C
2. Exhibit A – 2024 Goals, Objectives and Work Plan

COMMENTS:

Each year staff and the Commissioners review the needs of the District and establish Goals, Objectives and Work Plan (attached to the resolution as Exhibit A).

Staff recommends approval of this resolution.