

DISTRICT PRIORITY 5	Customer Service																
GOAL 1	Achieve and maintain 90% customer satisfaction, by Q2 2010																Cortner

INITIATIVE 1	≤1 Hour Response Time Program																Nelsen																		
ACTION STEPS	2005		2006				2007				2008				2009				2010				2011	2012	2013	2014	2015	2016	2017	2018	2019	2020			
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4									
1 Update District Emergency and Disaster Response Plan		X				X				X				X				X				X	X	X	X	X	X	X	X	X	X				
2 Conduct facility systems training	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3 Maintain emergency call out (on call) program	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4 Evaluate and prioritize infrastructure repairs	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
5 Maintain emergency response program and perform annual staff training	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
6 Improve incident command center	X	X	X	X	X	X	X	X	X	X	X	X	X	X																					

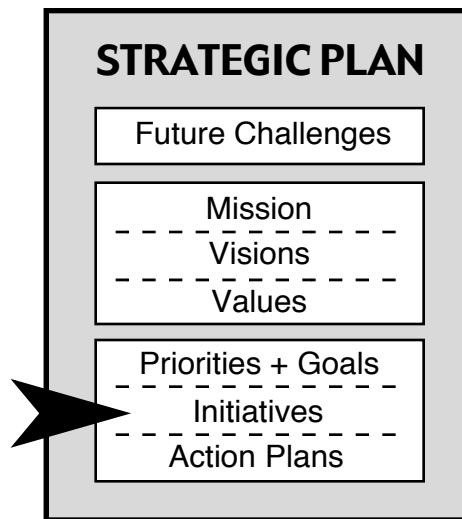
INITIATIVE 2	Customer Feedback Program																Blakey																		
ACTION STEPS	2005		2006				2007				2008				2009				2010				2011	2012	2013	2014	2015	2016	2017	2018	2019	2020			
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4									
1 Conduct general surveys and evaluate results					X								X									X				X			X			X			
2 Gain feedback from customers who receive direct service re: "how did we do?"					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
3 Evaluate and report results					X								X									X			X			X			X				
4 Public comment tracking	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

INITIATIVE 3	Customer Service Program																Cortner																
ACTION STEPS	2005		2006				2007				2008				2009				2010				2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	
	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4							
1 Identify and update key success areas/survey criteria	X	X			X	X							X	X								X				X					X		
2 Update procedures	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3 Improve training program	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4 Evaluate and recommend corrective actions			X				X				X				X				X			X	X	X	X	X	X	X	X	X	X	X	X

INITIATIVE 4		One Stop Shop: New District HQ																		Gross																
ACTION STEPS		2005		2006				2007				2008				2009				2010				2011	2012	2013	2014	2015	2016	2017	2018	2019	2020			
		3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4																	
1	Draft project description and reliminary development plan for new Main Office Project	X	X																																	
2	Survey project site	X	X																																	
3	Work with County SDD to submit planned development application	X	X	X	X	X																														
4	Develop RFP for final engineering	X	X																																	
5	Final design and engineering	X	X	X	X	X																														
6	Construction					X	X	X	X	X	X	X	X																							

INITIATIVE 5		Customer Communications Program																		Blakey																		
ACTION STEPS		2005		2006				2007				2008				2009				2010				2011	2012	2013	2014	2015	2016	2017	2018	2019	2020					
		3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4																			
1	Outline key messages			X			X		X		X		X		X		X		X		X		X		X		X		X		X		X		X			
2	Update public information materials			X			X		X		X		X		X		X		X		X		X		X		X		X		X		X		X			
3	Redesign website for interactive use in giving feedback on specific services and Board policies.			X	X	X	X														X						X											
4	Evaluate video production effectiveness			X											X											X									X			
5	Conduct customer satisfaction survey			X	X					X	X				X	X				X						X			X					X		X		
6	Establish new public outreach programs			X						X					X										X			X						X				
7	Develop reader-friendly summaries and reports			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

INITIATIVE 6		Water Quality Satisfaction Program																		Nelsen																		
ACTION STEPS		2005		2006				2007				2008				2009				2010				2011	2012	2013	2014	2015	2016	2017	2018	2019	2020					
		3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4																			
1	Develop criteria for blending State Project water into District's distribution system	X	X	X																																		
2	Develop criteria for blending groundwater into District's distribution system	X	X																																			
3	Implement criteria			X																																		
	Coordinate communications with customers about water quality feedback and performance			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4	Evaluate results and refine criteria					X		X		X		X		X		X		X		X		X		X		X		X		X		X		X		X		X



PRIORITY 5: Customer Service Initiatives

GOAL 1: Achieve and maintain 90% customer satisfaction, by Q2 2010.

INITIATIVES:

1. ≤1 Hour Response Time Program
2. Customer Feedback Program
3. Customer Service Program
4. One Stop Shop: New District HQ
5. Customer Communications Program
6. Water Quality Satisfaction Program

GOAL 2: Reduce the potential for wastewater system blockages and in-home wastewater spills, by Q4 2009.

INITIATIVES:

1. Water & Wastewater Facilities Master Plan Project
2. Anti-Flooding Device Program