

BOARD

Update Status

Goals: Promote sound fiscal management

Objectives: Maintain cash reserves of 3 months of operating expenses

Goals: Provide leadership and policy development of a strategic plan

Objectives: Annual review and revise strategic plan

Annual review of policies

Attend 2 training classes or conferences per year

Goals: Conduct efficient Board Meetings

Objectives: Keep 90% of public comments to 3 minutes

Build Relationships with Local, Regional, State and Federal agency elected officials

RECREATION

Update

Status

Goal:	Diversity of events that reach out to all age classes		
Objective:	4 events per age group per fiscal year (kids, adults, families); certain events may overlap categories: Music in the Park, Restaurant Night, Kite Festival, Fourth of July, Shakespeare		MET/ONGOING
	3 athletic activities per fiscal year	Bike Rodeo, Spring Break Camp, Tiny Toes Gymnastics	MET/ONGOING
	3 educational activities per fiscal year	Financial Planning, Water Color Class, Scrapbooking Class	MET/ONGOING
Goal:	New recreation programs move toward being self-supporting		
Objective:	20% met by vendor fees	All new programs added this year are using fees to offset costs of permits and labor.	MET/ONGOING
	20% met by admission fees	No programs have been added that charge admission fees.	ONGOING
	Develop volunteer network to support recreation	No progress.	NOT MET
Goal:	Construct park facilities that contain play structures that meet ADA requirements		
Objective:	Amend Parks Master Plan to accommodate by end of December 2015	There has not been an update to the Parks Master Plan	NOT MET
	Work with Developers to Implement New Equipment in Upcoming Park	Plans are in progress for Hansen Park.	ONGOING
	Work with the public/schools to see which equipment would work for them	CSD has yet to reach out to the Public Schools	NOT MET
Goal:	Park Facility Condition Evaluation		
Objective:	Create inventory database of park amenities by end of December 2015	To be completed by the end of the FY15/16	ONGOING
	Quarterly Evaluation of Park Conditions	Valley Crest is scheduled to make these assessments.	MET/ONGOING
	Quarterly Reports from GoRequest on Park Conditions	Once issues arise, they are addressed and repaired as needed	ONGOING
Goal:	Comparable Assets Between Parks		
Objective:	Audit of parks amenities by end of February 2016	Certain amenities have been identified in 2015 and are scheduled for improvement. This will be added to a complete comprehensive list that includes all parks.	MET
	Budget for Additional Amenities as Needed	The 2015-16 and 2016-17 CIP Budget includes various items.	MET/ONGOING
	Survey Community Regarding the Park Amenities	Community Survey prepared and distributed; results analyzed.	MET
Goal:	Playground Audits		
Objective:	At Least Two Staff Members Certified by end of FY	One Staff member is certified, awaiting results on the second staff member	MET
	Written program for safety inspections of parks developed by end of FY	In progress	
	Create inventory database of playground equipment by end of December 2015	In progress and should be completed by December 2016 (previous due date - December 2015)	REVISED DUE DATE
Goal:	Investigate available grant funds for Parks & Recreation		
Objective:	Investigate 6 grant opportunities per FY	In reviewing the process to meet this objective, selected individuals must review and research grant opportunities, will require proper analysis of District qualifications, project planning and generating proposals. To properly execute and acquire grant funding, planning must include a dedicated person for proper follow through. Opportunities for grants are being reviewed.	NOT MET
	Work toward 20% success rate by end of FY		NOT MET
	100% successful implementation of projects and grant administration		NOT MET

STREETS

		Update	Status
Goal:	Maintain PMP system with quarterly updates		
Objectives:	Budget at least \$500,000 per year for street maintenance	Harris to conduct new assessment for the Streetsaver update	TO BE REVISED
	Maintain the PMI between 70 and 80	PMI will be maintained after repairs have been made. Bid packages for the PMP are being compiled, will be submitted by June 1st	NOT MET
Goal:	Respond to street damage/potholes in a timely manner		
Objectives:	Address unsafe road conditions in less than 4 hours	Potholes have been documented and pothole patches have been made	MET/ONGOING
	Minor pot holes less than 2 sq ft within 24 hours	Completed with CSD staff	MET/ONGOING
	Major pot holes addressed within 48 hours	Completed with CSD staff	MET/ONGOING
Goal:	Maintain proper traffic and regulatory signage		
Objectives:	Establish a GIS database of all traffic and regulatory signage by December 2015	Meeting with County GIS 4/18 to compile a list of projects for the FY 16/17. This is the beginning of a comprehensive GIS project that will include multiple items within our infrastructure for the purpose of documenting location, maintenance, condition and value.	REVISED DUE DATE
	Maintain adequate inventory of (Caltrans compliant) road construction signage and cones	Inventory of signage was established to meet current needs. As the District grows, inventory will increase to meet needs	MET/ONGOING
Goal:	Maintain pavement markings at a safe level of visibility		
Objectives:	Repaint 25% of crosswalks and traffic lane striping per FY	Two villages are scheduled to have (school loop) road markings and crosswalks repainted.	MET/ONGOING
	Establish database of all striping/road markings by December 31, 2015	This will be based on the schedule for slurry seal in which all roadways will automatically be restriped. For public safety, O&M is planning on putting together a CIP project FY 16/17 to address areas in need of the PMP bid packages are not completed by June 1, 2016	MET
Goal:	Implement and maintain fire hydrant maintenance program		
Objectives:	Establish inventory of fire hydrants by February 1, 2016	An inventory of Fire hydrants is already in the GIS system	MET
	Set up a (5) year rotating maintenance program for hydrants and road reflectors	By the end of FY 15/16 the first round of fire hydrant painting projects will go out to bid. Blue buttons will be installed upon completion.	MET
	Estimate maintenance cost for fire hydrant program by April 1, 2016	To be completed by June 30, 2016	REVISED DUE DATE
Goal:	Review NH street layout and address unsafe conditions		
Objectives:	Identify narrow streets considered unsafe for parking by March 1, 2016	The narrow entryways into the neighborhoods have been identified and quotes to install NO PARKING signs are ready for approval	MET
	Install "No Parking" signs in 50% of identified areas by July 1, 2016	50% of identified areas will have signs installed by July 1st.	MET
Goal:	Maintain Traffic Signal Management Program		
Objectives:	Inventory traffic signals and equipment specific to locations by August 1, 2015	An inventory of traffic signals is already in place	MET

STREETS

Create database of inspection reports supplied by the maintenance contractor by August 1, 2015	Inspection reports are currently stored within the traffic controller cabinets. These inspections need to be compiled into a database and filed with the MHCSO.	MET
Identify and list alternative technologies and applications to improve performance and safety by February 1, 2016	Staff attended a vendor sponsored event and got introduced to new technology. The detection system at Mustang and Central is being used as the new standard for video detection. A new Battery Back up system is being tested in the field. About 60% of the BBS need to be replaced. The 2016-17 CIP will include projects to support these needs.	MET
Conduct a reserve study to estimate the fiscal impact in following years by July 1, 2016	A budget for CIP will be created before the end of the FY	MET
Goal: District alleyway re-identification		
Objectives: Identify/highlight all alleyways that currently have street signs by August 1, 2015 Design an alpha-numeric identification process for district alleyways by December 1, 2015 Implement new alleyway identification for all district alleyways by February 1, 2016 Remove district street signs identifying alleyways by March 1, 2016	A list of alleys (HOA vs non-HOA) has been compiled This will be completed by the end of the FY 15/16 This will be completed by the end of the FY 15/16 This will be completed at the end of the project	REVISED DUE DATE REVISED DUE DATE REVISED DUE DATE REVISED DUE DATE
Goal: Mailbox Curb Painting Program		
Objectives: Inventory the number and location of mailbox curbs by August 1, 2015 Set up the sequence of maintenance (5 years) and scope of work by October 1, 2015 Estimate cost, financial impact report and budget needs by May 1, 2016	A bid package will go out before June 30, 2016 This will be set up during the budget process for CIP Will be completed by August 2016	REVISED DUE DATE REVISED DUE DATE REVISED DUE DATE

WATER & SEWER

	Update	Status
Goal: Reduce potable water consumption		
Objectives: Use recycled water on 20% of new construction	At this time, the Waste Water Treatment Plant does not have a process to dispense recycled water to water trucks. Current developer is utilizing other sources as well.	ELIMINATED
Migrate to drought tolerant landscape to establish a 20% reduction based on 2013 benchmark	Current reductions in District landscape irrigation is approximately 30%. Areas are scheduled for renovation pending approval of the 2016-17 CIP Budget.	MET
Implement new AB1881 compliant water efficient irrigation for all new plantings	All landscape renovations require AB1881 Compliant irrigation standards. Tentative based on funding.	NOT MET
Reduce unaccounted for water losses during winter irrigation shut down; complete annually by February 1	Winter shut down during the months of Dec. and Jan. include a process in which irrigation meters are monitored for unscheduled flow. This process reveals slow and major leakage which is quickly repaired.	MET/ONGOING
Monitor and manage water usage to file monthly mandatory state reports	State reports are submitted by the 15th of every month	MET/ONGOING
Goal: Develop recycled water revenue stream		
Objectives: Create feasibility study to utilize non-potable water for agricultural operations by July 1, 2016		ELIMINATED
Create feasibility study to utilize non-potable water for construction water by July 1, 2016		ELIMINATED
Goal: Meeting public expectations for drinking water quality		
Objectives: Meet or surpass state/federal standards (100% of the time)		MET/ONGOING
Flush water main delivery system as needed to reduce odor and taste issues annually	Performed according to maintenance schedule	MET/ONGOING
Goal: Emergency response time to water and sewer main failures		
Objectives: Respond (verbally) to 100% of emergency calls within 15 minutes of initial report	STS responded to all emergency calls within 15 minutes	MET/ONGOING
Report (on-site) to 100% of emergency calls within 2 hours of initial report	STS responded to all emergencies within 2 hours	MET/ONGOING
Goal: Response time to water treatment, distribution and sewer/odor complaints		
Objectives: Respond (verbally) to 100% of complaint calls or GovOutreach work requests within 24 hours of initial report		MET/ONGOING
Goal: Water conservation/public education		
Objectives: Submit article on water conservation methods and news for posting in alternate monthly newsletters by August 1, 2015	Water conservation tips including monthly conservation targets are published on a monthly or bi-monthly basis	MET
Enforce water conservation education materials displayed by (new home) builders 100% of the time		MET/ONGOING
Initiate e-mail blasts (to residents) upon each rain event or seasonal time to turn off landscape irrigation	This was also a newsletter and Facebook announcement	MET/ONGOING
Education program to convert to water efficient irrigation systems	Annual community outreach yet to be scheduled	NOT MET
Report high water usage accounts to encourage conservation	This process was reviewed and not implemented. Current process would require the sifting of raw data to identify high water users and screen out developers. The process would take considerable staff time to implement and maintain. New Orion meters will improve this process to where it would be feasible. Since the District is delivery well within the State Standard of conservation this will be temporarily suspended.	TEMPORARILY SUSPENDED

WATER & SEWER

Goal: Reduction in frequency of sewer stoppages

Objectives: No more than 10 sewer backups per hundred miles per year

MET/ONGOING

Goal: Routine sewer cleaning

Objectives: Conduct yearly sewer cleaning on a rotating 3 year cycle
Create a GIS based report and schedule of sewer cleaning by December 1, 2015

Currently on schedule

MET/ONGOING
MET

Goal: Routine storm drain cleaning

Objectives: Clean all storm drain inserts prior to winter rains by November 1, 2015

Inventive Resources provides this service

MET

Goal: Eliminate deleterious substances from the waste stream

Objectives: Develop public education program to identify banned chemicals and substances from entering waste stream

Staff presentations provided community awareness. In addition the MH Newsletter was also utilized on a regular basis. School programming will be our next step.

MET/ONGOING

Develop public education program to prohibit objects and rags from entering waste stream

John Pallucio of Inventive Resources and staff conducted two presentations to provide community awareness. in addition the MH Newsletter was also utilized on a regular basis. School programming will be our next step.

MET/ONGOING

Develop GIS system to better manage and identify problem areas associated with water and / or sewer

Meeting with County GIS 4/18 to compile a list of projects for the FY 16/17. This is the beginning of a comprehensive GIS project that will include multiple items within our infrastructure for the purpose of documenting location, maintenance, condition and value.

NOT MET

CUSTOMER SERVICE

		Update	Status
Goal:	Improve customer service		
Objectives:	Create new ordinance/resolutions for utility billing to clarify current procedures by June 2016	In progress and should be completed by December 2016 (previous due date - June, 2016)	REVISED DUE DATE
	Develop customer service model by December 2015	In progress and should be completed by June, 2016 (previous due date - December, 2015)	REVISED DUE DATE
	In connection with the FY 15/16 budget, adopt updated fee schedule to avoid customer confusion	Fee schedules will be updated as part of the FY 16/17 budget	MET/ONGOING
Goal:	Provide excellent customer service		
Objectives:	Each employee in customer service will receive two training opportunities per year	Each employee in Administrative Services Department received 2 training opportunities during previous 12 months	MET/ONGOING
	Customer service survey distributed at random to residents by December 31, 2015	Survey was mailed to randomly selected address in March and April, 2016. Results have been tabulated.	MET
	Conduct identical survey in 2nd year and compare results to first year survey		ONGOING
	Implement alternative payment methods as they become available	There have been no new payment methods introduced in the current year.	ONGOING
	Monthly meeting with the billing company to ensure quality Customer Service		MET/ONGOING

PUBLIC WORKS

		Update	Status
Goal:	Perform preventative maintenance to reduce long term costs		
Objectives:	Track routine monthly street light and traffic signal checks and track premature failures by December 1, 2015	Currently being tracked, video detection systems and other failures are being identified and estimated. Large projects will be placed in CIP. Meet with County GIS in 2016-17 to compile a list of projects for the FY 16/17. This is the beginning of a comprehensive GIS project that will include multiple items within our infrastructure for the purpose of documenting the location, maintenance, condition and value.	REVISED DUE DATE
	Implement review process for invoicing and street light replacement to confirm warranties are utilized by December 1, 2015	This process was too burdensome and labor intensive to become cost efficient. It might be possible to track when new software in the future is developed such as B-Connect	REVISED DUE DATE
	Implement routine quarterly inspections of sidewalks/repairs to reduce liabilities by December 1, 2015	Sidewalks are inspected routinely within a quarterly cycle and needed repairs are packaged into projects costing approximately \$5k each. This process is most efficient until GIS implementation is completed.	MET/ONGOING
Goal:	Conversion of existing metal halide street lights to LED's		
Objectives:	Create inventory of all metal halide street lights by December 1, 2015	An inventory exists in the GIS system with the exception of Questa Village. Questa Village will be added shortly after acceptance.	MET
	Create conversion schedule to convert 120 of street lights per year	Currently due to the high cost of the requirement, the top half of the light post (luminaire) be replaced with a larger size to accommodate the LED assemble, it was decided to wait for technology to develop a compact design that will fit in existing luminaires to save thousands of dollars. Goal revised to allow review of fixtures form several companies and select a preferred list. end of year 2016.	REVISED DUE DATE
	Create report on fiscal impact and submit budgetary cost	Once a retrofit has been chosen, a CIP will be scheduled and submitted for the 2017-18 fical year	REVISED DUE DATE
	Research light conversions that utilize remote control at MHCSO office Investigate grant opportunities by end of FY	For the current needs of the CSD, the developer has chosen a system, Beaconnect, that can be controlled with a tablet. This has not been completed	MET NOT MET
Goal:	Upgrade irrigation systems to new water efficient technologies		
Objectives:	Inventory all irrigation controllers and estimate financial impact/budget to convert to cloud based system	The MHCSO is currently entering into year 3 of a comprehensive irrigation controller phase in. Current estimate for the R&R of remaining inventory is \$280,000	MET/ONGOING
	Convert 10 Rain Master irrigation controllers to cloud based system per year	A total of 40 controllers will be installed by the end of a (current) 5 year Landscape Renovation Plan ending fiscal year 2017-18	MET/ONGOING
	Convert 10% of existing shrub bed pop-up spray system to AB 1881 compliant irrigation per year	The beginning of the project was submitted for the 2015-16 CIP budget , however it was not approved. The project will be resubmitted for CIP 2016-17.	NOT/MET
Goal:	Ensure high level of fleet management		
Objectives:	Create routine Monday morning vehicle check procedures; train staff by December 1, 2015	Guideline was drafted and is being implemented	MET

PUBLIC WORKS

Review of multiple programs was conducted. Several programs that included details to our specific needs were selected. We are in the process implementing a hybrid check list to perform thorough monthly vehicle inspections.

MET

Create Monthly Vehicle Inspection procedures implementing check lists by December 1, 2015

Records are kept on each vehicle inspections are filed and maintained. Maintenance is logged per vehicle and kept in files. Evaluation of cost/sequence of repairs will be conducted and used in the recommendation for replacements
A list of mechanics will be solicited during an SOQ process to begin FY 2016-17
Will be reviewed for FY 2016-17

MET

Establish vehicle repair records files, inspection files, financial impact files by December 1, 2015

Create and implement a preferred list of mechanics by August 2015
Establish a vehicle replacement program (CFF)

REVISED DUE DATE
NOT MET

Goal: Update standards specifications and details every 5 years

Objectives: Compile comments and revisions by end of FY

Details and Specifications are being revised and approved. Targeted completion by end of FY 15/16. Once the Specifications and Details have been fully approved, they will be posted

REVISED DUE DATE

Publish pdf version of standards on the MHCS D website

NOT MET

Goal: Graffiti Abatement Mitigation

Objectives: Respond to vulgar graffiti within 24 hours

Accomplished

MET/ONGOING

Implement community awareness via newsletter and website bi-monthly
Remove minor graffiti utilizing District staff on a weekly basis

Contracted graffiti service has not been used for over 9 months. If a rise in graffiti occurs, community awareness will resume.

MET/ONGOING
MET/ONGOING

Contracted graffiti service has not been used for over 9 months. Staff has been removing small incidents as they occur.

Goal: Streamline Plan Checking

Objectives: Meet with Developer, Designer and plan checker after the 1st and or each plan check
Complete plan review in 3-4 or less plan check depending on complexity

Yet to be implemented on a consistent basis. Volume of plans has increased with the increase in development. Current staff load is at capacity.
If feasible, this is being attained.

MET/ONGOING
MET/ONGOING

- Corporation Yard
- Park Maintenance
- Tree Maintenance
- Community Mailbox Painting

- Storm drains
- Graffiti
- Public landscape
- Sidewalks
- Parks/Playgrounds

PUBLIC WORKS

Prompt review of plans for engineering
Standards/specifications/details
Street cleaning
Public Facilities/Building Maintenance
Code Enforcement
Creek and channel maintenance
Fleet

ADMINISTRATION

	Update	Status
Goal: Accurate and efficient operation of the Clerk's Office Objectives: Board Packages delivered to Board 7 days prior to Board meeting 90% of the time Board Meeting minutes drafted and submitted for Board approval by the next regular meeting date 90% of the time Response time for public records requests within 10 days of receipt 100% of the time Board Packages posted to the District website 5 days prior to Board meeting 90% of the time Create District Policy Manual by December 31, 2015 and post to District website	<p>Estimated date of completion on past minutes August 2016</p> <p>In progress and should be completed by December 31, 2016</p>	<p>MET/ONGOING NOT MET/ONGOING MET/ONGOING MET/ONGOING REVISED DUE DATE</p>
Goal: Timely delivery of all required training for staff Objectives: Biennial sexual harassment training conducted Sexual harassment training conducted for all newly hired/promoted managers within 6 months 100% of the time Driver training conducted for all newly hired employees within 6 months 100% of the time OSHA safety training conducted at monthly staff meeting 100% of the time Cross-training Work toward CSDA District of Distinction designation	<p>In progress and should be completed by December 31, 2016</p>	<p>MET/ONGOING MET/ONGOING MET/ONGOING NOT MET/ONGOING MET/ONGOING NOT MET/ONGOING</p>
Goal: Accurate and efficient management of claims against the District Objectives: Response time for claims within 14 days of receipt 100% of the time Response time to telephone calls regarding claims within 24 hours of receipt		<p>MET/ONGOING MET/ONGOING</p>
Goal: Conduct efficient and effective recruitments to fill District vacancies Objectives: Maintain cost per hire below budgeted amount Ensure efficient and accurate processing of new hires to limit payroll corrections Ensure that all new hires receive New Hire Orientation 100% of the time		<p>MET/ONGOING MET/ONGOING MET/ONGOING</p>
Goal: Conduct efficient and effective Human Resources programs Objectives: Ensure that employee evaluations are submitted for each employee on an annual basis Ensure that annual step increases, dependent upon satisfactory performance, are processed on time 100% of the time Ensure that labor law posters are kept current and displayed in employee areas Ensure that accurate salary table and MOUs are posted on the District's website Ensure timely implementation of all provisions of District MOUs Attend (2) training courses annually to ensure the District is up to date on all state and federal Human Resources legislation Ensure accurate and timely processing of all Workers' Compensation claims Create an Employee Handbook by December 31, 2015 Review District's Personnel Policies on an annual basis and update as needed Ensure timely dissemination of information as it pertains to Human Resources, Benefits, and Payroll as it impacts employees	<p>In progress and should be completed by September 30, 2016</p> <p>In progress and should be completed by September 30, 2016</p>	<p>NOT MET/ONGOING MET/ONGOING MET/ONGOING MET/ONGOING MET/ONGOING MET/ONGOING MET/ONGOING REVISED DUE DATE NOT MET/ONGOING MET/ONGOING</p>
Goal: Maintain a well organized and efficient office environment Objectives: Contract with a new Document Management System provider by December 31, 2015 Complete a total office clean up initiative employing the new Document Management System by June 30, 2016 Review and Develop document retention policy Organize and develop an inventory of all existing documents by December 31, 2015 Risk Management Workers Comp General Liability Establish a program to reduce Workers Comp Claims	<p>In progress and should be completed by December 31, 2018. Transition of current electronic files in progress to be followed by scanning of paper files.</p> <p>In progress and should be completed by December 31, 2017.</p>	<p>MET REVISED DUE DATE MET REVISED DUE DATE</p>

FINANCE

Update

Status

Goals:	Provide accurate and useful financial information on a timely basis		
Objectives:	<ul style="list-style-type: none"> Reconcile lock box and pool cash accounts by the 10th of the following month Monthly financial reports available for agenda package Provide additional analysis as needed Quarterly budget updates with departments Investigate and fully utilize capabilities of accounting system 	<p>Staff will attend a Tyler Users' conference to learn of features of our accounting software that are currently underutilized.</p>	<p>MET/ONGOING MET/ONGOING MET/ONGOING MET/ONGOING MET/ONGOING</p>
	Annual financial report with unqualified opinion completed by December 31 of next fiscal year	Although the auditors expressed an unqualified opinion on the annual financial report for FY 14-15, the audit was completed in February, 2016. With approval of 2 1-year extensions of the audit contract, staff expects to have future audits completed by December 31.	NOT MET/ONGOING
	<ul style="list-style-type: none"> Ensure that financial report is published monthly on the District website for transparency Ensure that Annual Financial Report and Budget are published on the District website for transparency 		<p>MET/ONGOING MET/ONGOING</p>
Goals:	Utilize the capabilities of the Electronic Document Management System as it pertains to the Financial System		
Objectives:	<ul style="list-style-type: none"> Set up department printing codes on copiers to track usage Set up paperless billing for developers 		<p>NOT MET ONGOING</p>
Goals:	Ensure high level proficiency of staff		
Objectives:	<ul style="list-style-type: none"> Cross Training of accounts payable and cash receipting tasks completed by end of FY 2014-15 Creating current user manuals for Department Set up individual goals for employees and create a career path with annual evaluations Promote innovation through supporting new ideas and creativity through monthly meetings Monthly finance meetings to ensure tasks are being completed according to procedure and on time 	<p>Meetings were held, but not on a monthly basis. The meetings are sometimes held after the monthly conference call with Severn Trent Services.</p>	<p>MET MET MET/ONGOING ONGOING NOT MET/ONGOING</p>
Goals:	Ensure District maintains appropriate credit rating		
Objectives:	<ul style="list-style-type: none"> Maintain credit rating of A- for revenue bonds Timely annual financial statements Maintain compliance with the bond indenture Development of a reserve policy - with 16/17 Budget 		<p>MET/ONGOING MET/ONGOING MET/ONGOING ONGOING</p>
Goals:	Process developer billings monthly		
Objectives:	<ul style="list-style-type: none"> All billable time entered by the 10th of the following month 	<p>Most, but not all, billable time is entered in a timely manner. We continue to ask for compliance.</p>	<p>NOT MET</p>
	<ul style="list-style-type: none"> Monthly aging report of developer billing and initiate service interruption for unpaid bills Process all developer invoices within 10 days of receipt by the District 	<p>This objective should be revised: Process developer billing monthly. Currently billings occur less frequently, but staff members have been trained to perform this task and will take responsibility for it.</p>	<p>ONGOING NOT MET/ONGOING</p>
Goals:	Develop and improve revenue forecasting		
Objectives:	<ul style="list-style-type: none"> Develop a cash flow model by December 31, 2016 Monitor amounts sent to collection agency for unpaid utility bills monthly 	<p>Staff is reviewing unpaid accounts to ensure that property is liened whenever possible. Lien procedures approved by Ordinance 2014-05 will be implemented.</p>	<p>ONGOING ONGOING</p>
	Create a procedure on the collection of past due utility bills-owner responsibility by September 2016	<p>To be addressed in connection with the Customer Service objective: Create new ordinance/resolutions for utility billing to clarify current procedures by June 2016. In progress and should be completed by December 2016 (previous due date - September, 2016)</p>	REVISED DUE DATE

FINANCE

Impose and maintain liens on properties for unpaid utility bills monthly

Goals: Identify and secure new sources of revenue

Objectives: Investigate and secure grants as opportunities arise

Opportunities and requirements for securing grants are being reviewed. Staff must review and research grant opportunities, determine District qualifications, submit proposals, manage programs, submit reports to grantors, and provide information for annual audits.

NOT MET

Review facility rental rates on an annual basis

Rental rates included in the Facilities Use Guide approved in January, 2015 are currently in force. Staff will propose a review of the rates by December, 2016.

ONGOING

Evaluate benefits of incorporation by December 2016

Staff will complete a preliminary financial analysis of the feasibility of incorporation by December, 2016.

ONGOING

Goals: Protecting and maintaining district assets

Objectives: Develop inventory program for all district assets

Department will request budget approval for FY 2016-2017 of a fixed asset module and approval of an Accounting Intern position to facilitate this goal.

ONGOING

Analysis of what we need to bring Billing In-House - March 2017

Staff will attend a Tyler Users' conference to learn of modules, including utility billing, that will interface with our accounting software.

ONGOING

PUBLIC SAFETY

Update Status

- Goal: Emergency Operations Plan
Objectives: Perform table top exercise by December 2015
Identify key staff members to complete training by September 2015
Integrate EOP with Natural Hazard Mitigation Plan and SSMP
Acquire equipment for the Emergency Operations Center
Ensure all staff members have completed NIMS certification by end of FY
- Goal: Ensure continuous Fire Services to the community
Objectives: Complete purchase of the fire station by September 2015
Finalize contract with a Fire Department by July 1, 2015
- Goal: Ensure continuous Police services to the community
Objectives:
- Goal: Provide an efficient, and cost effective Fire/Life Safety Protection Service for the Citizens of Mountain House.
Objectives: Fire Department shall provide detailed implementation plan; including Capital Expenditure request, prior to the start of Fire/Life Safety Services by March 31 each year
Fire Department shall provide a complete and final budget to the MHCSD's General Manager, by Mar 31 each year
Fire Department shall establish a financial accountability and reporting system to meet the needs of the MHCSD Administration by Sep 15, 2015
A mutually agreed upon Billing and Financial Tracking Systems shall be established prior to the startup of the new Fire Department Contract for services with MHCSD by Sep 15, 2015
- Goal: Provide the highest level/cost effective of Emergency Medical Services to the citizens of Mountain House in conjunction with County EMS System.
Objectives: Fire Department shall meet and confer with the San Joaquin County EMS Director and submit an application for EMS Paramedic Services by January 15, 2016.
Fire Department shall research and develop related historical statistical data and analysis in conjunction with the County EMS Systems Paramedic Application prior to January 15, 2016.
Fire Department shall work with AMR Paramedic management and hold discussions on how to enhance EMS service delivery capability to the MHCSD area by October 20, 2015.
Fire Department will research and report to the MHCSD's General Manager on options for Fire Department to provide enhanced First Responder BLS (EMT) service delivery alternatives and AMR, by October 30, 2015 with the County EMS director
- Goal: Develop a Response Plan to provide cost effective and efficient fire protection and life safety services to the citizens of Mountain House.
Objectives: Fire Department shall develop and publish response criteria to assure that NFPA 1710 (2-in and 2-out) Criteria and standards are met.
Fire Department shall establish a Reserve Fire Fighter Program to augment and support fire and life safety staffing levels by November 30, 2015.
Complete Automatic and Mutual Aid letters of agreements with all neighboring fire agencies as needed by September 1, 2015.
Fire Department shall establish CAD – Computer Aided Dispatch response zones as needed to assure that fire and life safety response criteria are met by September 1, 2015.
Fire Department shall collect and prepare reports and historical data statistics for the Mountain House General Manager and Board Members for their review and discussions with the GM and Fire Chief on a quarterly basis.
- Goal: Establish Fire Department / Mountain House Staff Activation protocol in relation to the Mountain House Community Emergency Operations Plan.
Objectives: Train all Fire District Command staff, fire fighters and reserves assigned to the Mountain House to operate in the Mountain House EOC as needed by November 15, 2015.
Establish communications and response systems to function and operate effectively with the Mountain House EOC by December 1, 2015.
Work with the MHCSD Emergency Operations Plan to provide CERT (Community Emergency Response Teams) recruitment, training program and activation plan by January 15, 2015.

Work with certified members of CERT on a semi-annual basis to maintain their operational skills and abilities updated to supplement the MHCSD Emergency Operations Plan and activation(s) when needed.
Schedule and participate in training of MHCSD staff, volunteers, responding agencies to ensure EOC planning and related exercises take place on a quarterly or semi-annual basis.
- Goal: Develop a Best Management Practices Fire/Life Safety Reporting and Budgetary Systems.
Objectives: Fire Department shall research and implement CFIRS and a management Information System that is mutually agreed to by all parties by October 1, 2015.
Fire Department shall establish a reporting system to document incidents, track incidents, and establish a records retention system by September 15th, 2015.
Fire Department shall create an inventory tracking and status system to best serve the Fire District and MHCSD Administration by August 20, 2015.
Fire Department shall implement a billing and invoicing system in conjunction with Mountain House CSD's General Manager and Financial staff by September 1, 2015.
- Goal: Establish a Fire Prevention, Community Development and life Safety program for MHCSD, creating a reasonable degree of fire and life safety.
Objectives: Fire Department shall establish a fire prevention inspection and tracking program for the MHCSD by January 1, 2016
Fire Department shall ensure that all State Fire Marshal mandated and high risk occupancy facilities are inspected annually
Fire Department shall work with the MHCSD and County Planning agencies regarding future development and fire/life safety issues on a monthly or quarterly basis.

Fire Department shall participate in development and future planning meetings as needed in conjunction with MHCSD, private developers and county agencies on a monthly, or as needed basis.

PUBLIC SAFETY

Fire Department shall work in conjunction with Mountain House Executive Staff related to fire/life safety development and future fire protection / life safety needs on a monthly, or as needed basis.

Fire Department shall work with the MHCSA's General Manager, Planning Department, and public and private developers to secure a future fire station, needed personnel and equipment on a monthly or as needed basis

Goal: The San Joaquin County Sheriff's Department is dedicated to delivering quality service through the creation of partnerships with the people we serve.

Objectives: Develop Community Outreach program to help educate community on personal safety issues/crime prevention techniques
Partner with MHCSA to provide law enforcement presence at community events
Partner with community members to maintain an active Neighborhood Watch program
Attend the District's quarterly community meetings and make a presentation relevant to public safety

Goal: All members of this department will carry out their duties and responsibilities in such a manner as to afford dignity, respect, and compassion to every individual with whom they come in contact.

Objectives: Provide officers with sufficient training opportunities to enhance public safety
Seek out grant opportunities and alternate funding sources to maximize the District's public safety budget
Keep abreast of new technologies available in the public safety sector and keep the District apprised of such technology for potential use

Goal: With community partnerships as our foundation, we are driven by goals to enhance the quality of life, investigating problems as well as incidents, seeking solutions, and fostering a sense of security in communities and individuals. We nurture public trust by holding ourselves to the highest standards of performance and ethics

Objectives: Reduce violent crimes in the District by a minimum of 10% by June 30, 2016
Reduce non-violent crimes in the District by a minimum of 10% by June 30, 2016
Conduct a resident survey with regard to the community's perceptions on public safety by June 30, 2016
Work with the District to enhance safety at the District offices

Number of violent crimes/reduction? (in a specific time-frame)

Number of non-violent crime/reduction? (in a specific time-frame)

Survey on community perceptions of safety.

Community partnership analysis. (Events, participation, partnering with Law Enforcement, etc.)

(Numbers 3 and 4, would of course be gathered, analyzed, and maybe best practices developed, change in enforcement/focus, etc.)