Las Campanas Water Cooperative

SANTA FE, NEW MEXICO

2019 Goals & Objectives Worksheet

No.	Goal	Objective	Priority A - high B - med. C - low	Lead Person	Committee/ Staff - Y/N	Est. Completion Date (2019)
		Operations				
1.	Complete AMR Implementation System-wide	Offer "Eye on Water" app which allows every customer ability to view water usage. Adhere to schedule for installation that was developed – completed by Q2 2019.	A	B. Romero	Y - Operations	Early Q2 *789 Installed.* *1230 in Total.* *Ordered 250.*
2.	Re-review current operational optimization program to determine need for any additions or modifications. *If Identified, this will be added to #3*	Resource utilization plan which must include better utilization of Jacobs – Better understand how resources are applied and utilize data in Q3 2019 contract negotiations	B	S. Raab	K. Visser B. Romero Y - Operations	Q2
3.	Review Jacobs contract and determine potential re-writes for contract renewal in 2020 (Q3) Jacobs staffing study	Add more clarification and specifics to current contract and identify "out-of-scope" items with goal of building them into no additional cost routine service provided	A	B. Romero S. Miller K. Visser K. Kirk S. Raab	Y- Operations	Q4
4.	Review and prioritize Jacob Engineering's *Conditional Assessment*	View report findings in terms of asset management and predictive maintenance and replacement	B	S. Miller S. Raab	Y - Operations	Q3 *Stephen Raab Taking Lead*
5.	Develop a prioritized three-year conditional assessment and additional CIP program	Plan will cover 2020, 2021 & 2022 but would cover high risk items that should be considered in 2019. Attachment to new Jacob contract (Q3 2019)	B	B. Romero	Y- Operations	Q3

6.	Review Emergency Response Plan (EMR) to determine any needed revisions	Includes emergency contacts including a review of how Jacobs will handle emergencies, etc.	B	K Visser S. Raab	Y – Operations	Q3
7.	Replace pond liner	Determine whether to have the Coop prepare an RFP or work through HDR for contract award and oversight of installation.	A	B. Romero S. Raab	Y - Operations	Q4 *Under Contract with HDR*
		Finance				
1.	Develop three-year plan which takes into consideration pending/future rate hikes and considers possible cost cutting efforts	Consider HDR and Stepwise as possible consultants	A	J. Keely B. Romero	Y – Finance Y – Kim	Q1 *Black & Veatch/HDR Have Submitted Proposals*
		Communications/Sustainability				
1.	Create communications surrounding next Board Meeting to build enthusiasm and drive attendance	Improve attendance and customer engagement by offering training & update on Eye on Water Save the date to be sent Dec 17 and then again on Jan 7th. Kim to reserve space. Kim to ask Al to promote meeting in weekly club newsletter	A.	B. Shoemaker K. Visser	H. Roybal	Jan 7
1A	Prepare powerpoint overview/update of Eye On Water program for Board Meeting	• Installation status • Program Goals • % signed up • Overview of how it works Meet Dec 17 to outline powerpoint. Meet prior to meeting for technical run-through	A	B. Romero B. Shoemaker	R. Taber	Jan 16

2.	Produce and distribute quarterly newsletters on a consistent schedule no later than one month after quarterly meeting	To provide consistent and timely information to customers through both print and electronic mediums Kim/Heather to obtain bids for design and full production/mailing R. Taber to research how other Coops communicate with members	A	K. Visser B. Shoemaker	Communications H. Roybal B. Romero	Mid-Jan obtain estimates Ongoing 1/4ly mailing
3.	Develop newsletter template that provides set word counts for each area (President letter, Finance, Ops, Sustainability, Calendar, New Members)	Facilitate easy production of newsletter content and provide framework for contributors K. Visser/H. Roybal to coordinate meetings with designer/production firms B. Shoemaker to send Pres. /Contributors proposed content and wordcounts for each section by no later than 1/4ly meeting.		K. Visser H. Roybal Designer	B. Shoemaker	Jan-Feb in time for Feb newsletter
4.	Develop proposal for update of Coop Website to include new look and better functionality to enhance access	Identify potential vendors, desired navigation/functionality, and proposed budget K. Visser/B. Romero to identify required content. R. Taber to support process	B	K. Visser R. Taber	B. Shoemaker B. Romero Communications	Q2
5.	Regular update of Coop member database	H. Roybal to draft communication and B. Shoemaker to review.	A	H. Roybal B. Shoemaker		March

		Updates will be in March and August each year				
5. A	Transition data base to Constant Contact	Goal is to make management of communications more efficient and to provide visibility to how many members are actually opening emails.		H. Roybal		March
6.	Develop a quantitative survey mechanism to determine potential improvements to customer service *(Constant Contacts Has this Capability)*	Find out preferences for communications, classes, etc. once Eye on Water implementation is completed	B	B. Shoemaker	Communications Staff	Q3 *Constant Contact Has Capability To Do This*
7.	Consider ways to better inform and welcome new coop members Heather keeping track of all new Owners	• Welcome newsletter • Schedule 1/4ly coffees to introduce to Eye on Water, etc. • Review /update welcome packet. Include copies of technical updates, article by Tracy on revegetation, and list of plants that do well in LC	A	K. Visser B. Shoemaker H. Roybal		Q1 welcome in newsletter Schedule coffee early April and quarterly thereafter. Update welcome packet for April coffee *1st Coffee Scheduled for May 8th*
		Sustainability – Technical Updates, Training Programs, Etc.				
1.	Develop Eye on Water communications plan to encourage participation by offering regular communications that explain the program, it's	75% participation within the first 6 months of installation	A.	B. Shoemaker	Communications K. Visser B. Romero H. Roybal	Ongoing. Draft messages to be completed by Dec 17

	benefits, and provides examples of how it benefits homeowners	H. Roybal to track reduction in leaks /leak abatement year-over-year. B Shoemaker to coordinate with staff to find multiple ways to reach membership: Emails, Newsletter, Training presentation, Reminders on bills Free landscaping classes w/signup to program *Move forward with plan to end abatements for leaks in 2020 – Ken to communicate in May, 2019 President's letter*				
2.	Produce quarterly "Technical Updates"	Q1 – Indoor conservation Q2 – When to plant (T. Neal) Q3 – How to water (T. Neal) Q4 – Winter watering and winterizing (T. Neal) Additional article on revegetation best practices (T. Neal)	A	S. Raab	T. Neal (Content) H. Roybal (production)	Q1 and ongoing
3.	Develop FAQ's archive and Create a resources database for Community Sustainability efforts to include, university, college, city, county and individual (Tracy Neal) options	K. Visser to outreach to A. Antonez to access articles he has published Incorporate this information into new website redesign	B	S. Raab R. Taber	K. Visser Sustainability Committee	Q2
4.	Conduct a realtor outreach to determine their desired involvement in the sustainability program and/or information they need	Meet with several realtors /brokers to ascertain current perceptions, information that would be helpful, and ways we might support better communications within the broader community	A	K. Visser B. Shoemaker		Mar-April *Lunch Scheduled with Sotheby's 2/28*

5	Coordinate classes in sustainable landscaping at the Club for Las Campanas community, consider other classes (Bob might speak on water rights?)	Two classes (T. Neal) • Landscape for today and tomorrow • Plants for Las Campanas K. Visser to coordinate location B. Shoemaker to develop communications	A	B. Shoemaker K. Visser	T. Neal (speaker) Staff support to organize event R. Taber	*1st class late April 10th/2nd Class Scheduled for April 24th*
6.	Develop a landscaping procedure and process document to cover steps required for new construction and significant re-landscaping projects	T. Neal & Barb Shoemaker to set up meeting with new HOA architectural review staff to prepare summary document that summarizes current processes, challenges presented, proposed changes to process.		K. Visser S. Raab	Staff B. Shoemaker T Neal	Q1
7.	Determine allocations for commercial water	Review metrics for commercial use Q2 and prepare proposal for Board action at Q3 meeting	A	S. Raab B. Romero	B. Shoemaker K. Kirk J. Keely	Q2-Q3 Stephen Raab to set meeting with Bryan Romero Beginning of Q2.
Legal Affairs						
1.	Resolve outstanding issues with County and BDD *(Work In Progress/Seth Had Meeting with Anna Hamilton to Try and Put Resolve to These Matters January, 2019)*		A	K. Kirk K. Visser G. Selvin S. Fullerton		
Employee Development						
1.	Create employee-specific development plan	NACWA, ICIS, GIS	A	K. Visser	None	Early Q1
Infrastructure Development						
1.						