

Message from the General Manager

Every day, the residents and area visitors of the Snyderville Basin and Park City depend on the Snyderville Basin Water Reclamation District (SBWRD) to deliver dependable and reliable wastewater services. As our community continues to grow, SBWRD will strive to improve our overall performance to our valued customers while continuing to meet the ever increasing wastewater needs of the community.

The 2004 – 2006 Strategic Business Plan is our roadmap to meet these objectives over the next three years. The plan will enable us to navigate the road ahead, maintain our sense of direction, and keep us focused on the goals that are so important to our effectiveness.

The strategic objectives in this plan capture the essence of SBWRD's responsibilities to our customers and the environment. These objectives are based on the principles of customer satisfaction, environmental stewardship, fiscal responsibility, and responsiveness to the community.

The work around this Strategic Business Plan does not stop here. In 2004 and beyond, every employee will use performance measures to link their work to the strategic goals. They will then use these performance measures to manage and improve their work. This focus on performance is a new way of doing business at SBWRD and is a work in progress.

The dynamic environment in which SBWRD operates requires us to adapt as business needs change. This Strategic Business Plan will be modified as needed to meet these needs. This plan would not be possible without the dedicated staff of the District. It is our employees' dedication, commitment and pride that helps to ensure the high quality of life our customers enjoy.



Michael D. Luers

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Mission Statement

The Snyderville Basin Water Reclamation District is committed to protect public health and the environment by developing, integrating, and implementing fiscally responsible solutions to wastewater, water reclamation and watershed protection issues.

Our Guiding Principals:

1. Provide, through **proper planning**, the capacity to meet current and future demand for wastewater services.
2. Provide for the **proper maintenance and replacement** of the District's infrastructure assets.
3. Provide **professional and timely response to customer** inquiries and service needs.
4. Operate with the goal of protecting and **enhancing the ecological integrity of the watersheds** within the District's boundaries.
5. **Cooperate with all governmental and private entities** that participate in the protection of local watersheds.
6. Maintain **user fees at levels that fully cover the costs** of operating and maintaining the system. Maintain impact fees at levels that fully cover the capital costs of providing service to newly serviced areas.
7. Recognize that the **most valuable asset of the District is its employees**.
8. Promote and encourage the reclamation and **reuse** of wastewater.



Work Principals

In performing our work as a special service district, we are:

Safe

We believe no job is so important and no service so urgent that we cannot take time to perform our work safely.

SAFETY COUNTS...



Customer Driven

We anticipate and respond to the needs and interest of our customers within the Snyderville Basin and Park City.

Environmentally Focused

We recognize our responsibilities to protect and enhance the ecological integrity of the watersheds within the District.



Employee Oriented

We recognize and value the input and contributions of employees and care about each other's well being and development.

Efficient

We are cost-effective, fiscally responsible, and strive for innovation and technology that provides the best value in the long term for our customers.

Collaborative

We work as partners, soliciting input from our customers, using the strengths, skills, and knowledge of all District employees, State, County and City elected officials and employees, private businesses and our customers.



Performance Based

We are focused on achieving excellent results, measure them, and are accountable for our work.

Critical Success Factors:

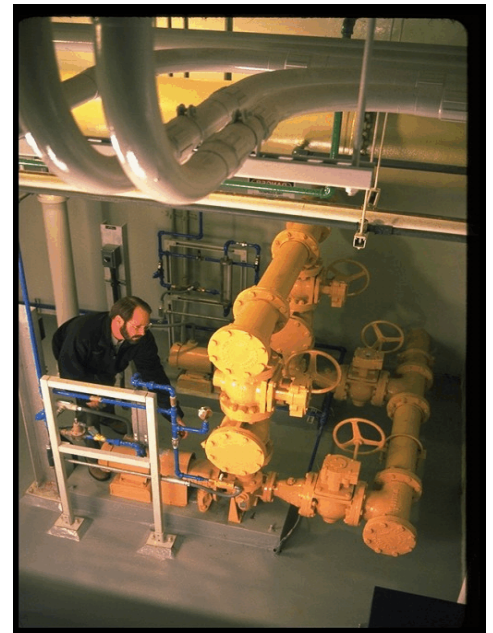
Take Care Of Our Assets

Objective:

- To provide high quality service in the most cost effective manner for existing and future customers.

Initiatives:

- Implement the District's Asset Management Plan (AMP) that includes:
 - Complete implementation of the District's computerized maintenance management system (CMMS)
 - Track work activities with a work order system that is part of the CMMS
 - Conduct an annual condition assessment of all District infrastructure and compare results to target level of service established by the Board of Trustees
 - Plan and schedule capital improvement needs to meet future service demands
 - Identify and schedule capital improvement needs for the renewal and replacement of assets



Take Care Of Our Customers

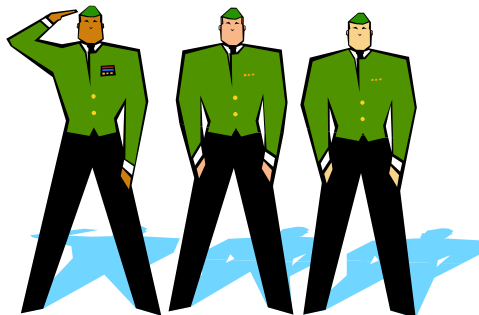
**No Two
Customers
Are Alike**

Objective:

- Satisfy our customers with exceptional service

Initiatives:

- Anticipate customer needs and take care of them before we are asked
- Ask customers (annual customer survey) what they need and provide services to meet those needs
- Hold our organization and each other accountable for improving our customer satisfaction rating
- Improve the dissemination of information concerning District construction projects
- Make services conveniently accessible in all ways that customers expect and demand including via the internet
- Implement information system to improve tracking and reporting of customer inquiries
- Educate our customers as to who we are and the services we provide





Take Care Of Our Employees

Objective:

- We will always invest in our most valued assets – our employees – to ensure their safety, well-being, education and development

Initiatives:

- Promote safety, so that our employees realize that no job is so important and no service so urgent that we cannot take time to perform our work safely
- Ensure that SBWRD has clear, well-written, reasonable, and concise personnel policies and procedures
- Provide competitive compensation
- Support and encourage career development
- Recognize and reward outstanding performance
- Seek input and opinions of employees at all levels of the District
- Ensure employees understand how their job contributes to the mission and goals of the District



Take Care Of Our Environment

Objective:

- Effectively operate while protecting and enhancing the ecological integrity of the watersheds within the District's boundaries

Initiatives:

- Demonstrate responsible environmental practices through our everyday business activities
- Manage all projects with a priority concern for the protection, conservation, and sustainability of the environment
- Protect and restore those habitats in the watersheds for which we are responsible, with particular emphasis on East Canyon Watershed
- Encourage the public to be environmentally aware and responsible stewards of natural resources through cost-effective reuse, recycling, water conservation and stewardship practices
- Assist local and state agencies in managing and developing a comprehensive water management program and plan for both East Canyon Creek and Silver Creek watersheds



Take Care of Our Community

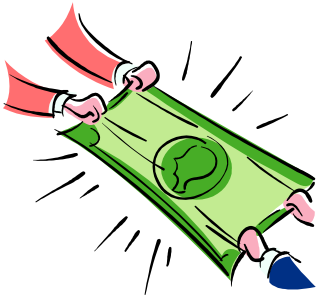
Objective:

- Work with people in the community and neighborhoods to meet their needs and provide public benefits that add value

Initiatives:

- Communicate all capital projects in a clear and timely fashion through each step of the project
- Develop, assist, and support integrated projects with other local entities
- Improve educational opportunities for citizens and youth
- Design and implement educational programs with the Park City School District and private schools in order to more successfully provide environmentally-based programs that emphasizes the SBWRD message to protect water quality, water quantity, and the watersheds located within the Basin





Take Care Of The Community's Investment

Objective:

- Maintain financial strength and continually improve organizational performance

Initiatives:

- Ensure that the District operates at the highest level of cost efficiency
- Invest in new technology that can improve productivity and provide a beneficial return on investment
- Continue to integrate information technology and extend the capabilities of existing information technology to greatest extent practical
- Continually update the District's Financial model
- Develop and institute performance measures for all departments

