



Staff's Implementation Plan

of MWDOC Board Strategic Priorities

Executive Committee

September 21, 2023



Background: Board Strategic Priorities Process

In June 2023, the MWDOC Board finalized the selection of seven (7) Strategic Priorities

- Conducted in a public multi-session process, with input from member agencies
- Built upon the foundational work of
 - Member Agency Facilitated Discussions Project
 - Staff's responses to the Top 10 questions on various MWDOC topics
- An understanding of MWDOC's historical evolution, key milestones, current services and role, and future challenges



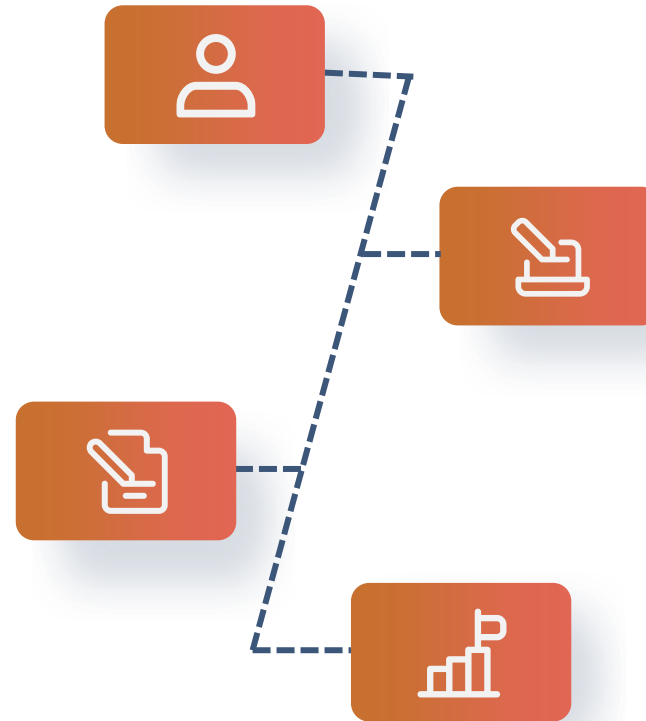
Purpose of the Board Strategic Priorities

1. Consistent with MWDOC's authority, mission, and roles

The strategic priorities ensure that MWDOC's actions and initiatives are in alignment with its legal authority, mission statement, and established roles.

2. Critical to its long-term success

The strategic priorities provide a roadmap for achieving sustainable outcomes, helping the organization to thrive and adapt to evolving challenges over time.



3. Focused on the future

The strategic priorities are forward-looking and future-focused. They address MWDOC's vision for the future and help to guide the organization.

4. Descriptive of “ends” rather than “means”

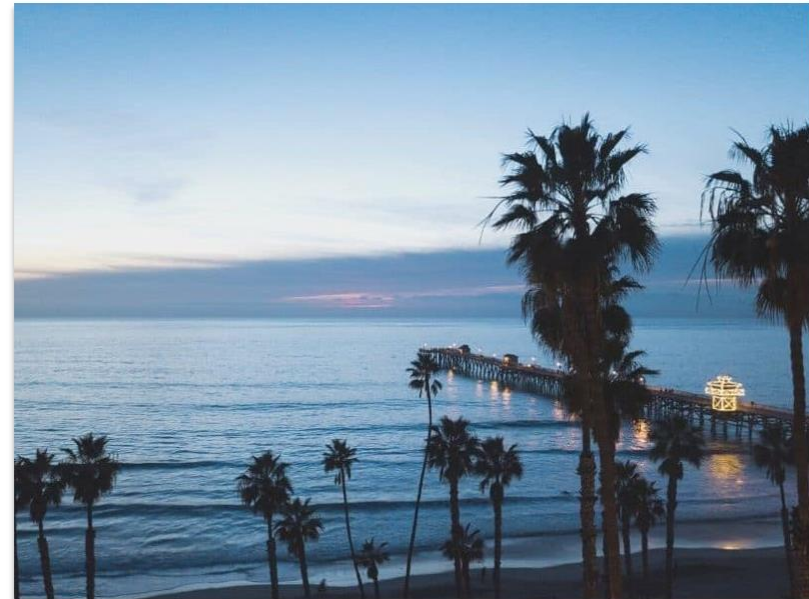
The strategic priorities define the desired outcomes and objectives that MWDOC seeks to achieve, leaving room for flexibility in determining the specific strategies and tactics to reach those goals.

Final Board Strategic Priorities

	Topic Area	Board Strategic Priorities
1	MWDOC's Mission	Clarify MWDOC's mission and roles by defining those functions and actions that help provide cost-effective, long-term water reliability and security for its member agencies and OC constituents.
2	MET Policy Positions	Balance support for Metropolitan's regional mission and Orange County values and interests , with an emphasis on completing the IRP and shaping a sustainable business model.
3	MET Director Consultation	Ensure that Metropolitan Directors regularly reach out to and collaborate with MWDOC's member agencies to represent their interests and needs at Metropolitan.
4	Reliability Planning	Work with member agencies to develop water supply and demand objectives that take a broad view of cost-effective options to increase supply and manage demands.
5	Member Agency Collaboration	Solicit input and feedback from member agencies to support their needs and create opportunities that benefit OC's water future.
6	Communications	Strengthen communications and coordination of messaging with member agencies, tailored to large and small agency needs.
7	Staff Development	Invest in workforce development and succession planning to continuously strengthen and renew MWDOC's staff capabilities.

Implementation Plan

Staff translated these high-level priorities into tangible actions that could be undertaken and achieved as an organization.



Intent of the Implementation Plan

- To provide a structured and actionable roadmap for staff to achieve each Strategic Priority with a specific set of goals and actions
- The following key elements to help guide our approach:
 - Alignment with the Strategic Goals
 - Clarity of Objectives
 - Timeline and Milestones
 - Responsibility Assignment
 - Resource Allocation
 - Communication
 - Feedback and Adaptation
 - Continuous Improvement
 - Measurable Performance Indicators
 - Integration with Individual Employee goals
 - Evaluation and Reporting



Development of the Implementation Plan

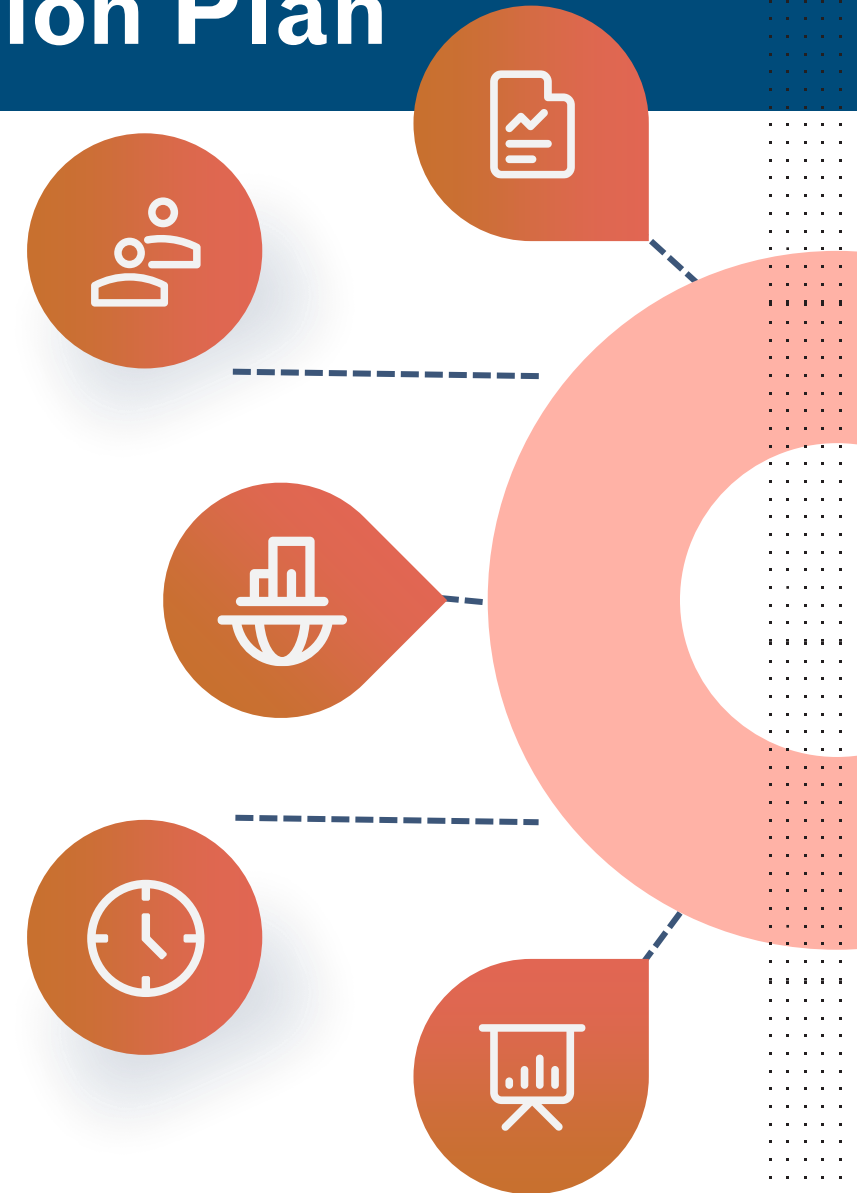
1. Held one-on-one meetings

with each department head identifying where their department can contribute to achieve each Strategic Priority

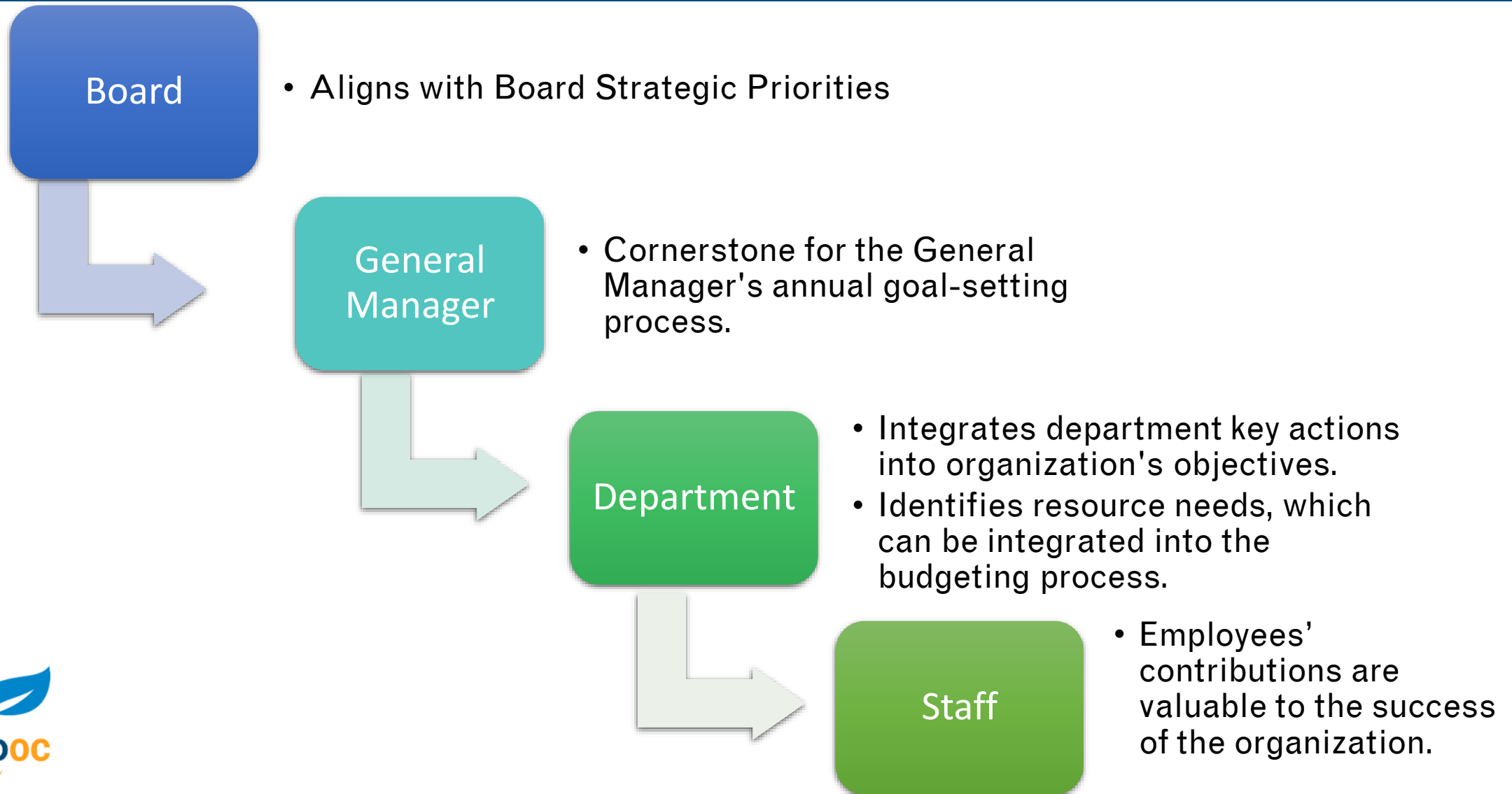
2. Internal senior management staff meetings to collectively discuss and develop the set of goals and actions in the Plan

3. Used the following documents as reference:

- MWDOC's Mission Statement
- Board Strategic Principles
- Strategic Planning Session (March 2023)
- Strategic Planning Session 10 questions (April 2023)
- 2022 Member Agency Facilitated Discussion Phase 1 and Phase 2



Utilization of the Implementation Plan











What type of feedback are we looking for today?



Implementation Plan – Goal Tables

Strategic Priority Topic Area

Goal: Goal to meet the Board Strategic Priorities

Action	Specific action(s) to meet the goals
Key Audience	Relevant stakeholders including member agencies
Timing/Frequency	Timing with specific milestones and deadlines
Key Department(s)	        Water Use Efficiency WEROC Gov. Affairs Public Affairs MET Issues Eng. & Planning Human Resources Finance & IT
Resources (if needed)	Expected associated needed cost to implement these actions to achieve the goal. Including Core and Choice-based funding approach, if known.



MWDOC's Mission & Roles

Clarify MWDOC's mission and roles by defining those functions and actions that help provide cost-effective, long-term water reliability and security for its member agencies and OC constituents.

Initial goals for MWDOC's Mission & Roles :

- a) Ensure all MWDOC's activities and priorities align with MWDOC's Mission and the Board Strategic Priorities
- b) Explore a plan to lay out collateral material on range of resources and programs available to member agencies
- c) Develop Shared Services Programs that support member agencies with regulatory compliance
- d) Implement Regional Programs that support member agencies with regulatory compliance



MET Policy Positions

Balance support for Metropolitan's regional mission and Orange County values and interests, with an emphasis on completing the IRP and shaping a sustainable business model.

Initial goals for *MET Policy Positions*:

- a) Clarify understanding of MWDOC's regional responsibilities (as defined by Metropolitan) and how that translates to MWDOC and all of Orange County
- b) Explore options to redefine Metropolitan's local resources program (LRP)
- c) Explore options to refine Water Use Efficiency through MET's Conservation Credits Program and expand use of local projects through the Onsite-retrofit Program



MET Director Consultation

Ensure that Metropolitan Directors regularly reach out to and collaborate with MWDOC's member agencies to represent their interests and needs at Metropolitan.

Initial goals for *MWDOC-MET Director Consultation*:

- a) Actively bring together all Metropolitan representatives from Orange County and ensure information exchange between MWDOC and all OC-MET directors is open, frequent, and transparent
- b) Facilitate MWDOC-MET Directors attendance in other member agency meetings inside and outside of the MWDOC service area



Reliability Planning

Work with member agencies to develop water supply and demand objectives that take a broad view of cost-effective options to increase supply and manage demands.

Initials goals for *Reliability Planning*:

- a) Evaluate and expand cost-effective options to increase reliability and manage demands per member agency needs
- b) Update MWDOC's Reliability Study as key indicators signify shift in the range of scenario plausibility
- c) Work with member agencies and Metropolitan to develop water supply and demand objectives that take a broad view of cost-effective options to increase supply and manage demands
- d) Explore advances in technology for reliability planning purposes



Member Agency Collaboration

Solicit input and feedback from member agencies to support their needs and create opportunities that benefit OC's water future.

Initial goals for *Member Agency Collaboration*:

- a) Implement the key findings from the Member Agency Facilitated Discussion
- b) Solicit input from our member agencies that create opportunities that benefit Orange County's water future



Communications

Strengthen communications and coordination of messaging with member agencies, tailored to large and small agency needs.

Initial goals for *Communication*:

- a) Update to the District's Strategic Communications Plan to align with the Board Strategic Priorities
- b) Solicit input and create opportunities that benefit Orange County's water future
- c) Explore the creation of a MWDOC "Ambassador Program" to educate upcoming leaders
- d) Strengthen communications and coordination of messaging with member agencies, tailored to large and small agency needs



Staff Development

Invest in workforce development and succession planning to continuously strengthen and renew MWDOC's staff capabilities.

Initial goals for *Staff Development*:

- a) Ensure that MWDOC appropriately provides workforce development opportunities to best serve the community and mission
- b) Strengthen communication on organization's institutional knowledge and culture
- c) Outline a schedule for Departmental "Needs Assessments"
- d) Develop a "Succession Plan" for MWDOC

