



Strategic Plan



Bear Valley Community Services District

WHAT WE DO

We deliver essential services to the community: Public Safety, Potable Water, Road Maintenance & Repair, Wastewater Treatment, Solid Waste Removal. We strive to ensure that Bear Valley Springs residents receive great value for their tax dollars and that services and capital projects benefit the community as a whole. We recognize that our residents demand accountability, and we endeavor to earn the public's trust.

THE MISSION

To provide safe, stable, sustainable municipal services that enhance the quality of life of Bear Valley Springs residents in an environmentally conscious manner.

THE VISION

To do our part in making Bear Valley Springs southern California's premier gated community. We will improve upon the services we offer through partnership with the community, thoughtful planning, and investment in infrastructure improvements that are fiscally sustainable and environmentally conscious.

FOCUS AREAS

Responsible Stewardship of Public Funds

- Improve Financial Stability & Sustainability
- Reduce Costs & Improve Non-tax Revenue Streams

Effective Infrastructure & Asset Management

- Protect & Improve Infrastructure
- Increase Safety, Productivity, & Efficiency

Operational Excellence

- Provide a High Level of Customer Service
- Encourage and Support Citizen Engagement

Community Safety

- Enhance and Support Community Safety
- Develop & Implement Strategies that Build the Community's Resilience

Our Commitment

To provide excellent public services as a vital part of a prosperous, thriving community.

To ethically uphold the public trust through transparent communications, inclusive public engagement, and the careful stewardship of the community's financial, capital, and natural assets.

To lead the community into the future by pursuing service innovation, adopting new technologies, and forging a collaborative partnership with residents.

RESPONSIBLE STEWARDSHIP OF PUBLIC FUNDS

Objective - Financial Stability & Sustainability

Action: Implement Biennial Budget in alignment with the strategic plan and financial policies

Action: Develop long-term financial planning & policies

Action: Develop multi-year projections for all funds

Action: Develop 20-year Capital Improvement Plan for all funds

Action: Maintain fund balances at or above levels required by policy

Action: Complete implementation of Credit Card Policy

Action: Complete implementation of Purchasing Policy & Procedures

Action: Utilize the purchasing module in the existing financial software

Objective - Reduce Costs & Improve Non-tax Revenue Streams

Action: Complete the Ephemeral Creek Study for the wastewater treatment plant permit renewal

Action: Re-negotiate grazing lease

Action: Re-negotiate Cummings Valley lease

Action: Complete Waste Management rate review

Action: Expand the Administrative Citation program with the goal of offsetting costs incurred by code violations

OUTCOMES:

Enhance fiscal health

Increase public trust & confidence

Increase financial stability through efficiency improvements

EFFECTIVE INFRASTRUCTURE & ASSET MANAGEMENT

Objective - Protect & Improve Infrastructure

Action: Complete Regional Urban Water Management Plan

Action: Complete and implement Water Department Capitol Improvement Plan

Action: Complete Solid Waste Rate Study and Prop. 218 rate process

Action: Complete CSD site stormwater pollution prevention plan

Objective - Increase Safety, Productivity, & Efficiency

Action: Rehabilitate wells #31 & 32

Action: Develop Strategic Plan

Action: Utilize CCTV imaging to prioritize the sewer collection system maintenance plan

Action: Complete security and lighting improvements at the wastewater treatment plant

Action: Finalize maintenance shop construction at the wastewater treatment plant

Action: Replace fuel depot in CSD yard

Action: Complete fencing around Transfer Station and CSD Yard

Action: Rebuild materials shed

OUTCOMES:

Improve community pride

Increase public trust

Increase efficiency & productivity

Strive to avoid unplanned and unbudgeted expenses

OPERATIONAL EXCELLENCE

Objective - Provide a High Level of Customer Service

- Action:** Develop and implement internal communications plan & policies
- Action:** Review & revise website to better serve residents
- Action:** Complete Certified Special District Manager designation
- Action:** Pursue District of Distinction designation
- Action:** Complete AB 1234 ethics training for board and staff

Objective - Encourage & Support Citizen Engagement

- Action:** Review & revise Outreach Communications Plan
- Action:** Continue utilizing scientific & nationally benchmarked citizen survey
- Action:** Use EngagementHQ as a tool to encourage open communication and gather resident feedback
- Action:** Identify and respond to resident concerns with outreach programs
- Action:** Continue to improve upon communications & engagement

OUTCOMES:

- Increase public confidence
- Increase productivity
- Increase use of technology solutions to maximize efficiency
- Increase quality of life for residents and staff
- Increase public awareness of the District's limited resources

COMMUNITY SAFETY

Objective - Enhance and support community safety & resilience

- Action:** Purchase 4x4 Police Patrol Vehicle
- Action:** Complete street name sign replacement
- Action:** Partner with BVSA to improve equestrian crossings
- Action:** Partner with BVSA to implement RFID-enabled amenity cards as a replacement for windshield stickers
- Action:** Achieve full staffing at the Police Department
- Action:** Complete installation of emergency generators for the community's potable water supply

Develop & Implement Strategies that Build the Community's Resilience

- Action:** Collaborate with other agencies to develop and implement outreach programs for various topics including emergency preparedness, wildfire prevention, and wildlife cohabitation
- Action:** Administer CalFIRE Fuel Reduction Grant

OUTCOMES:

- Increase road safety
- Increase crime prevention
- Increase wildfire hardening in the community
- Increase quality of life for residents
- Increase community confidence and pride