

Chief Executive Officer Performance Criteria

The following are performance measurement criteria for the Chief Executive Officer (CEO) position adopted by the Board of Commissioners on September 4, 2012:

LEADERSHIP

- Working for the Board of Commissioners, provides leadership for the District
 - Leads in developing long-term (as contrasted with expedient) solutions to the issues facing the District
 - Provides leadership to the staff to ensure that the Board of Commissioners' Goals are met by the District
- Anticipates the opportunities to ensure the long-term success of the District in providing good value to our customers
- Promotes lively and if necessary controversial discussions with the Board of Commissioners, the community, partners and others when necessary to achieve the long-term good of the District

RELATIONSHIPS WITH THE COMMUNITY AND CUSTOMERS

- Develops a community and customer consensus of expected performance of the system during normal and extreme events
- With Board of Commissioners' concurrence and consistent with historic contractual practices, sets performance expectations concerning all aspects of TVWD's operations
- Apprises the Board of Commissioners of the resources needed to meet the performance expectations
- Maintains a positive tone and relationship in the experience that the customers and community have in all their interactions with TVWD
- Maintains a proactive image of District programs in the community through effective leadership and utilization of resources
- Ensures that customer and public perception of service by the District is one of extreme courtesy and professionalism
- Is easily accessible to customers and the community
- Effectively handles customers and community interactions with the District including complaints and other inquiries
- Promotes communications that are clear and represents an appropriate level of professionalism

ADMINISTRATION

- Plans and organizes implementation of programs and policies approved or adopted or recommended by the Board of Commissioners
- Provides a clear, concise budget document that funds District services
- Administers the adopted budget within approved revenue and expenditure allocations
- Plans and organizes the maintenance of District owned facilities, buildings and equipment to ensure maximum and safe utilization as well as good value to our customers
- Plans for future staffing needs to meet District established service levels
- Plans and organizes programs to maintain quality staff
- Thinks with a strategic purpose and has the vision to foresee and embrace the issues, challenges and opportunities that lie ahead

RELATIONSHIP WITH BOARD OF COMMISSIONERS

- Maintains effective communications with the Board of Commissioners
- Plans and organizes material to present comprehensive information to the Board of Commissioners that assists in decision making
- Except in an emergency, ensures that the Board of Commissioners are provided with timely background materials prior to discussion at the meetings (including Executive Sessions)
- Ensures that adequate audio and video systems are available for all Commissioners to be able to participate in Board discussions
- Ensures that Board of Commissioners' initiatives such as sustainability and dealing only with ethical vendors are aggressively implemented

RELATIONSHIP WITH TVWD STAFF

- Provides effective leadership for TVWD staff
- Listens to TVWD staff input in the CEO's decision-making process and provide appropriate feedback

RELATIONSHIP WITH THE WATER SYSTEM

- Ensures that the Board of Commissioners are provided information about the level of maintenance, replacement and capital expenditures required so that infrastructure is replaced at the same rate that it wears out
- Ensures that the Board of Commissioners have information so that they can make decisions about the need to upgrade the infrastructure to meet seismic and other extreme events
- Provides leadership to ensure that the system is managed efficiently, effectively and provides good value
 - Manages the water system infrastructure and resources
 - Strategic direction for accommodation of future needs
 - Implements appropriate management strategies to maintain the existing system
 - Implements appropriate operational strategies to achieve the customer service and financial goals of TVWD
 - Has a holistic view of the District and understands the complex relationships that exist between the District and external regulations and influences
 - Holistically develops materials for the Board of Commissioner discussions about future supply, aging infrastructure, and dynamic expectation of the system performance by TVWD's customers
- Views the external drives for TVWD holistically integrating the outside political, institutional and other influences in the overall direction of TVWD
- Understands the infrastructure
- Is able to advise the Board of Commissioners about infrastructure needs and balance the resource needs of IT with the need for other infrastructure
- Develops a system so that IT needs are balanced with the other needs of TVWD's departments

INTERGOVERNMENTAL RELATIONS

- Maintains contacts with other governmental agencies
- Represents the District in effectively communicating with customers, the community, and other jurisdictions with which the District is involved or interfaces
- Reports to the Board of Commissioners on intergovernmental plans and activities
- Obtains the proactive concurrence of the Board of Commissioners about intergovernmental plans and activities

PERSONAL / PROFESSIONAL DEVELOPMENT

- Maintains relationships with professional associations and industry colleagues
- Attends conferences and seminars to remain aware of developments in the water industry