



Orange County Sanitation District

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Date	Ver.	Action By	Action	Result
8/25/2021	1	BOARD OF DIRECTORS		

FROM: James D. Herberg, General Manager

SUBJECT:

ORANGE COUNTY SANITATION DISTRICT LEVELS OF SERVICE

GENERAL MANAGER'S RECOMMENDATION

RECOMMENDATION:

Information Only.

BACKGROUND

The Orange County Sanitation District (OC San) is in the process of updating its Strategic Plan. As part of this effort, OC San's Levels of Service (LOS), which are OC San's commitments to the public we serve, are being reevaluated to ensure consistency and relevance to our current operations.

The LOS are performance goals under four categories: Environmental Stewardship, Wastewater Management, Business Principles, and Workplace Environment.

The updated LOS will be included in the Strategic Plan which will be presented in draft to the Board in September and for adoption in November 2021. The adopted Strategic Plan will be the basis of Fiscal Year 2022-23 and 2023-24 budget development.

RELEVANT STANDARDS

- Maintain and adhere to appropriate internal planning documents: Strategic Plan
- Sustain 1, 5, 20-year planning horizons
- Build brand, trust, and support with policy makers and community leaders

PROBLEM

The current LOS are a recurring document incorporated into the adopted Budget book. As regulations change, new systems are in place, and operations change, the LOS must be reviewed and analyzed to remain relevant.

PROPOSED SOLUTION

Update the current LOS commitments based on regulatory and permit changes, updated industry standards, and resource recovery goals to ensure the efficient and effective operation of OC San facilities.

PRIOR COMMITTEE/BOARD ACTIONS

June 2021 - Adoption of FY 2021-2022 Budget.

November 2019 - Adoption of Strategic Plan.

ATTACHMENT

The following attachment(s) may be viewed on-line at the OC San website (www.ocsan.gov) with the complete agenda package:

- Presentation