

# GOAL 1

## Education, Outreach, & Communication

	None	Some	Significant	Complete
Passport Program	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Passport Program Expansion	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Water Fiesta	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expand Adult Outreach	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Strategic Marketing Plan	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Classroom work was cancelled before students were able to complete the passport program and the school year ended before the WCO developed strategies to replace the watershed field trip, wastewater plant field trip, and in-class presentations. Opportunities for outreach and education have changed and the WCO is adapting.

- ◆ Began working on developing website-based presentations to continue educational component
- ◆ Developing new website-based outreach and input components
- ◆ Rolled out first few months of the monthly themes including an Urban Forest initiative that came directly from public input collected for the 5-year plan
- ◆ Increasing utilization of online platforms to accommodate social distancing

# GOAL 2

## Customer Service

	None	Some	Significant	Complete
EyeOnWater Optimization	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Rebate Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leak Detection	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Enforcement Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Customer Service program includes EyeOnWater, the Rebate Program, Leak Detection Letters, and the Enforcement Program. Customers have continued to utilize rebates and EyeOnWater Participation continues to climb. Hundreds of letters are sent out monthly to warn customers of likely leaks detected through the new metering system and the WCO is working to track and improve the impact of the program.

- ◆ 5,136 Eye on Water accounts as of 6/22/20
- ◆ Continued tracking and issuance of rebate program while losing critical staff and transitioning to working from home
- ◆ 127 rebate applications processed
- ◆ Sent out 457 continuous flow letters to customers with leaks

# GOAL 3

## Partnerships & Pilot Projects

	None	Some	Significant	Complete
Neighborhood Pilot Project	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational Collaborations	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cooling Tower Pilot	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotel Pilot	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restaurant Pilot Project	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Partnerships and Pilot Projects are a critical component of the WCO's strategy. The restaurant pilot project continues to expand participation and SFCC is developing a hotel auditing course. The WCO has been included in a Public Works project that will incorporate some Low Impact Development and Water Conservation strategies into a redesign of the stormwater infrastructure for Nava Ade.

- ◆ Neighborhood pilot continues to move forward
- ◆ Worked with Santa Fe Green Chamber and local partners to apply for BOR Waterwise grant
- ◆ 26 Phyn units have been installed
- ◆ City staff began training on dashboard and smartphone applications for Phyn units

# GOAL 4

## Effective Program Management

	None	Some	Significant	Complete
Human Resources	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Resources & Budget	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational Development	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Conservation Committee	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Facility Management	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting & Accountability	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Integration w/ Water Resources	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Covid-19 required rapid adaptation from City Mgt to continue providing services while protecting citizens/employees and coping with budget shortfalls. The hiring of an education coordinator and water resources specialist have been postponed, and current staff are working 90% of regular hours as part of citywide budget measure. WCC meetings have been postponed, however two subcommittees have been formed to continue working on the program's spatial analysis program and our public input process in July.

- ◆ Transitioned the office into working from home per Covid-19
- ◆ Maintenance of gardens ongoing with regular watering, pruning, etc.
- ◆ Succession plan for WCC membership being approved by governing body
- ◆ Completed GPCD calculations