

2024 Scorecard Final							
Program	Performance Indicators		Staff Lead	Progress			
				B u d g e t	S o m e	S i g n i f i c a n t	C o m p l e t e
Goal 1: Education, Outreach, & Communication							
Education Program	My Water, My Watershed program for 5 th graders		Ramon				
	Arroyo learning and stewardship for 6 th graders		Ramon				
	Water monitoring projects for middle and high school students		Ramon				
	Water Fiesta re-established for fall 2024		Ramon				
	Create Peer to Peer opportunities aligned with water fiesta		Christine				
			Christine				

	Determine tracking elements for education programming Oversight from Education Subcommittee		Christine				
Adult Outreach	Next Generation Water Summit (NGWS) Community tours/ events aligned with the NGWS Climate Masters training for adults Outreach through community events Municipal Watershed Tours for adults Use of demonstration gardens for training/community engagement Administer the Qualified Water Efficient Landscaper Training		Christine Christine Christine Christine Ramon Bob Bob Christine				

	<p>Support of the Santa Fe 2100 planning process (WR support)</p> <p>Public Outreach associated with 2025-2030 update of Water Conservation Plan</p> <p>WCC support on public outreach process</p>		Christine				
Strategic Marketing	<p>Marketing will be coordinated with other city PR strategies for better alignment</p> <p>WaterSense and Alliance for Water Efficiency alignment on messaging</p> <p>Cross messaging across city departments</p> <p>Leverage partnership messaging across different platforms</p>		Christine				
Goal 2: Customer Service							
Rebate Program	Maximize water conservation credits toward affordable housing/small development/city initiatives (Water Division scorecard)	Allocation of water conservation credits and MFR Direct Install Pilot.	Patricio				

	<p>Evaluate indoor rebate program for changes</p> <p>Develop outdoor rebates to pilot in designated neighborhoods</p> <p>Develop new homeowner welcome packet with conservation pledge</p> <p>Outdoor subcommittee support</p>	<p>Remove 1.28 gpf toilet from rebate list</p> <p>Tree rebate, EyeOnWater Incentive, Landscape conversions and submeters</p>	<p>Patricio</p> <p>Christine</p> <p>Christine</p> <p>Christine</p>				
Leak Detection	<p>StopLeak Pilot Program (WR support)</p> <p>EyeOnWater Campaigns</p> <p>Dashboard expansion to include water user classification query methodology (WR support)</p>	<p>Requirement of Leak Adjustment Credit and as a bonus on rebate applications</p> <p>Look at second homes as a potential target.</p>	<p>Bob</p> <p>Bob</p> <p>Patricio</p>				
Commercial Water Wise Program	<p>Restructure WaterWise program and re-evaluate partnerships</p> <p>Coordinate work with the Santa Fe Community College</p>		<p>Christine</p> <p>Patricio</p> <p>Patricio</p>				

	<p>Coordinate work with the Santa Fe Green Chamber of Commerce</p> <p>Commercial savings quantification (WR support)</p> <p>Commercial subcommittee support</p>		<p>Patricio</p> <p>Christine</p>				
Multi-family Project	Notify MFR master metered projects that meter readings/unit are required annually	Identify MFR master metered accounts. Send a letter out referencing the code. Manage phone calls/ letters and enforcement fees associated with compliance.	Ramon				
Goal 3: Partnerships & Pilot Projects							
Neighborhood Pilot Projects	<p>Outdoor pilot project (Nave Ade, Casa Linda, Casa Solana) and partnership with YouthWorks</p> <p>Sombra Court Raingarden Pilot</p> <p>Pilot of new outdoor rebates</p> <p>Outdoor subcommittee support</p>		<p>Bob</p> <p>Christine</p> <p>Christine</p>				
Organizational Collaborations	<p>Joint work with the County</p> <p>Parks Pilot on removal of NFT</p>		<p>Christine</p> <p>Christine</p>				

	<p>Coordination with the City's Sustainability team</p> <p>Partnerships with the Tourism Department</p> <p>Stormwater pilot project with Public works on West Alameda Corridor</p> <p>Alliance for Water Efficiency collaborations on MOU</p> <p>New Mexico Water Conservation Alliance</p> <p>Xerces Society</p> <p>Santa Fe County Master Gardeners</p> <p>Joint city/county subcommittee support</p>		<p>Patricio</p> <p>Christine</p> <p>Christine</p> <p>Christine</p> <p>Christine</p> <p>Christine</p> <p>Christine</p> <p>Christine</p>					
Goal 4: Program Management								
Human Resources	<p>Transition Patricio Pacheco into the Conservation section 100% by end of March</p> <p>Provide PADP's to each staff with mid-year review and</p>		<p>Christine</p> <p>Christine</p>					

	<p>collect input on ways to improve management</p> <p>Provide professional development and safety trainings to each employee</p> <p>Provide a safe and healthy physical and mental work environment for each employee</p>		Christine				
Financial Resources & Budget	Submit conservation budget by February 2024		Christine				
Facility Management	<p>Maintenance of demonstration gardens at WCO and San Mateo including weeding, irrigation system repair, pruning, and plant care</p> <p>Building maintenance and security</p>	<p>Irrigation system repaired at San Mateo office and planted with demo gardens for the public.</p> <p>Building alarm and fire alarm need to be fixed. Signage</p>	<p>Bob</p> <p>Bob</p>				
Water Conservation Committee	<p>Water Conservation Manager liaison to Water Conservation Committee</p> <p>Coordination of all subcommittee work and</p>		<p>Christine</p> <p>Christine</p>				

	<p>internal meeting processes using PrimeGov</p> <p>Annual workplan developed for each subcommittee with calendared meetings</p> <p>Assist with joint city/county work as it relates to water conservation.</p>		Christine				
Reporting & Accountability	<p>End of FY reports to Stormwater division as it relates to MS4 permit</p> <p>End of FY reports to Sustainability department as it relates to goals in the sustainability plan and sustainability dashboard</p>		Christine				
Integration with Water Resources	<p>Annual Water report (WR support)</p> <p>AWWA non-revenue water audit (WR support)</p> <p>GPCD analysis (WR support)</p>		Christine				
Integration with Water Division	Lead the re-write of Chapter 25 which has not been updated since 2008.	Build a team of section supervisors to inform the process. Look for consultant who can integrate the WCO work. Align with the Chapter 14 update currently in progress.	Christine				

Safety	<p>Develop and implement an annual safety plan and perform 10 monthly safety trainings on relevant topics for the Water Division per year.</p> <p>Provide a safe workplace with zero (0) lost work hours/year due to on-the-job injuries.</p>		Christine				
			Christine				