

Program Charter

Santa Cruz Water Program

- VISION -

Building a 21st century water system for our community and the environment.

- MISSION -

*We will deliver projects to enhance system resiliency and supply reliability for our community.
The Program will provide the highest level of value to rate payers by working to deliver quality projects for the
lowest reasonable cost.*

All decisions will consider cost, schedule, the environment, and stakeholder needs.

- CRITICAL SUCCESS FACTORS -

- Projects delivered with high quality, on time and within target cost.
- Stakeholders engaged actively and substantively.
- Continued clarity about Program drivers and consequences of delay.
- Quality people, consultants and contractors recruited and retained.
- No health and safety accidents or incidents.
- Risks identified early and managed appropriately.
- Impacts on the environment, community, and operations minimized.
- All laws and regulations are respected and satisfied.
- A “one-team” culture that embraces active communication and strengthens the Water Department.
- Project successes promoted.

- GUIDING PRINCIPLES -

Embrace open dialogue, constructive feedback, and differing points of view

Make knowledge-based decisions that result in the best value for the community

Communicate honestly, directly, and respectfully

Lead by example, support one another, and be responsive to suggestions

Celebrate our successes and learn from our mistakes