

Assured Water Supply Efficiency Review
Summary of Changes
May 11, 2010

Completed:

Reorganization –

- Assured, Adequate & Recharge programs have been combined into one unit.
- A single unit manager reports directly to Assistant Director for Water Management. Hydrologists have moved into the program and report directly to program manager.
- File Managers report directly to program manager.
- Program contains 4 hydrologists (2 primary for assured & adequate and 2 primary for recharge) and three File Managers (2 primary for assured & adequate and one primary for recharge).
- Multiple file reviews have been eliminated –staff directly transmits result of review to program manger for action, is passed to Assistant Director when needed. Program Manger confers almost daily with Assistant Director so issues are addressed as soon as they arise.
- Multiple file copies and distribution has been eliminated –a single hard copy and electronic formats are created to allow concurrent review of both hydrologic submittals as well as generic Water Management review.
- Staff is being cross-trained in all three programs to allow maximum flexibility in leveraging staff resources when needed; task assignments are being divided to allow specialization as much as possible (limited use of the HOV lane concept).
- Establish weekly status updates via staff meeting – Program Manger provides issue summary to Assistant Director to be addressed as quickly as possible.
- Establish public meeting days (Wednesday and Thursday) to set aside remaining days to concentrate on file review.
- Recovery well permitting is being processed by Wells, Water Rights, and Permitting Section.

Use of electronic “dashboard” to allow quick summary review of application status.

Beta testing of Committed Demand tool via website. Final roll-out expected by early summer.

Simplification of assignment application process – elimination of signature requirement of original certificate holder- confirmation of current ownership for assignment.

In Process:

Reestablishing “live” application status update to web (security vulnerability)
Moving Assured and Adequate applications and supporting forms to a “live” web option.

Creation of a “Tickler” notification system for key dates on files.

Establishment of training days (for both consultant/applicant & staff)

Creation of file review process documents

- Update Assured and Adequate file review process
- Update Recharge review process
- Update of hydrologic guidelines for Assured and Adequate Water Supply applications

Creating a Recharge Tracking system

- Creating an LTF and fee tracking database
- Completed a credit tracking database in a stable Oracle environment that communicates with the central RGR database. Need staff training for full roll out.

Future Projects:

Create hydrologic guidelines for Recharge applications

Move assured supply designation annual reporting on-line

Create Recharge application and supporting forms in a “live” web option.

Create options for recharge quarterly and annual reporting electronic and/or web based formats.