



*Providing Outstanding Service Since 1963*

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September 23, 2019

Board of Directors  
Triunfo Water & Sanitation District  
Ventura County, California

**TWSD MISSION STATEMENT**

**Summary**

As part of the re-design of the Triunfo Water & Sanitation District (TWSD) website, Board Chair Orkney suggested that the Board should consider reviewing the District's Mission Statement for potential updating/rewriting. The current Mission Statement reads as follows:

***The mission of Triunfo Water & Sanitation District is to meet current and future needs of the customers it serves by providing potable water, recycled water, and sanitation services. Our services will be reliable, high quality, cost effective, and delivered in a responsive, customer-friendly manner. The District will judiciously manage its assets and finances, effectively plan for future needs, protect the environment, and maintain the public trust and confidence.***

Per Chair Orkney's request, staff has included mission statements from a number of other agencies on the attached page.

**Recommendation**

It is recommended that the Board review TWSD's Mission Statement, discuss potential edits/updates, and direct staff accordingly.

If you have questions, please call me at (805) 658-4608 or email [sandywarren@vrsd.com](mailto:sandywarren@vrsd.com).

A handwritten signature in blue ink, appearing to read "Sandy Warren".

SANDY WARREN – MANAGEMENT ANALYST

REVIEWED AND APPROVED:

A handwritten signature in black ink, appearing to read "Mark Norris".

Mark Norris - General Manager

Attachment: Sample Mission Statements

## **SAMPLE MISSION STATEMENTS**

### Calleguas Municipal Water District

Our mission is to provide our service area with a reliable supplemental supply of regional and locally developed water in an environmentally and economically responsible manner.

### Casitas Municipal Water District

The ongoing mission of the Casitas Municipal Water District is to provide its service area with safe and reliable locally and regionally developed water and recreational opportunities in an environmentally and economically responsible manner.

### Cayucos Sanitary District

The Cayucos Sanitary District has, as its mission statement, to serve the public by operating a well-maintained wastewater collection and conveyance system for the protection of public health and safety, and when doing so, to take the necessary steps to protect the environment. The District is committed to preserving the community's capital investment and to be a good steward of the community's assets.

### Las Virgenes Municipal Water District

Mission Statement: Dedicated to providing high-quality water service in a cost-effective and environmentally sensitive manner. Our commitments:

- High level of customer satisfaction
- Transparency and community engagement
- Highly effective workforce
- Maximum reuse and resource recovery
- Sound financial management
- Reliable water supply and service
- Sound planning and appropriate investment
- Innovative and efficient operations
- Protection of public health and the environment
- Safe, high-quality water

Vision Statement: We are guided by these values in our interactions with others:

- Integrity
- Respect
- Commitment
- Responsibility
- Collaboration
- Leadership

### Montecito Sanitary District

A community service commitment to protect public health and safety and to preserve the natural environment through the collection, treatment and disposal of wastewater in the most cost-effective way possible.