

2021-2026



INSIDE

STRATEGIC PLAN

This document provides the South Florida Water Management District and the public it serves with a blueprint to successfully achieve balanced regional water resource management for the next five years and beyond. Agency resources are focused on the agency's core mission to safeguard and restore South Florida's water resources and ecosystems while protecting communities from flooding and meeting the region's present and future water supply needs. The commitments and strategies in this document will be put into action in order to make a positive and meaningful difference in South Florida.

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Headquartered in West Palm Beach, the South Florida Water Management District (SFWMD or the District) is a regional governmental agency that oversees the water resources in 16 counties – from Orlando to the Florida Keys. With a population of 8.7 million, this region covers 17,930 square miles (31 percent of the entire state) and includes vast areas of urban development, agricultural lands and conservation areas.

Operating for over 70 years, the SFWMD is the oldest and largest of the state's five water management districts. State legislation further divides the District into two taxing basins: The Big Cypress Basin includes all of Collier County and a portion of mainland Monroe County; the larger Okeechobee Basin comprises the remaining area within SFWMD boundaries.

A nine-member Governing Board sets the mission and provides overall direction for the entire District. Board members are appointed by the Governor, confirmed by the Florida Senate and generally serve four-year terms. The annual budget is funded by a combination of property taxes and other sources such as federal, state and local revenue, licenses, permit fees, grants, agricultural taxes, investment income and reserve balances.

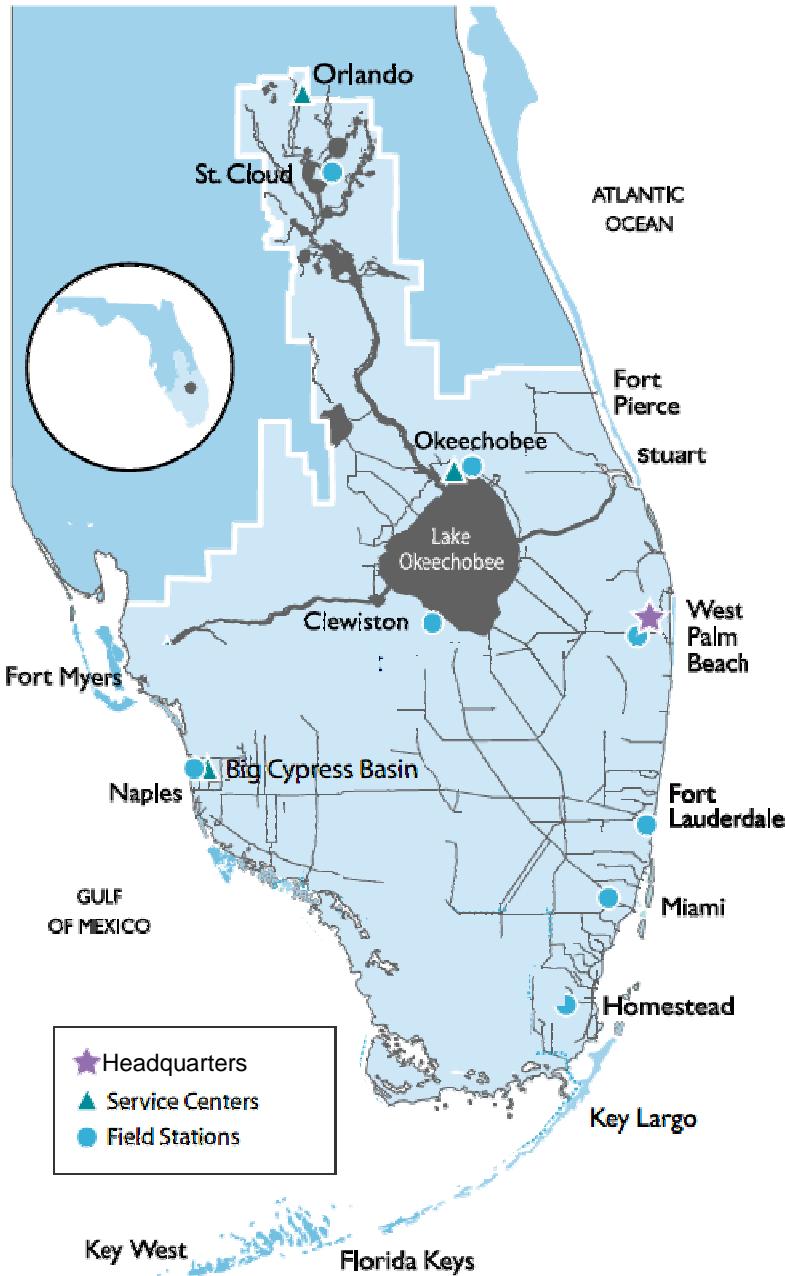
The SFWMD is charged with safeguarding the region's water resources for today and for the future. This includes protecting water supplies and supporting water quality improvement in close collaboration with the Florida Department of Environmental Protection and Florida Department of Agriculture and Consumer Services. The agency also operates and maintains the Central and Southern Florida Project -- one of the world's largest water management systems, made up of an extensive network of canals, levees, water storage areas, pump stations and other water control structures. The highly engineered system was built through one of the most diverse ecosystems in the world: the interconnected Greater Everglades Ecosystem, which the SFWMD is helping protect and restore.

South Florida itself encompasses a mosaic of diversity – from landscapes and habitats to people and cultures. The District strives to ensure that the public is informed and engaged, and that both local and regional perspectives are considered and incorporated into decisions and actions.

In addition to the main office in West Palm Beach, three Regulatory Service Centers and eight Field Stations provide assistance and operational support on water management-related issues. The Big Cypress Basin office in Naples provides intergovernmental and project support in the region.

OUR MISSION

To safeguard and restore South Florida's water resources and ecosystems, protect our communities from flooding, and meet the region's water needs while connecting with the public and stakeholders.



SFWMD Locations

Headquarters

West Palm Beach

Service Centers

Big Cypress Basin
(Naples)

Fort Myers

Okeechobee

Orlando

Field Stations

Big Cypress Basin
(Naples)

Clewiston

Fort Lauderdale

Homestead

Miami

Okeechobee

St. Cloud

West Palm Beach



Strategic Priority

Expediting restoration results in the Everglades by:

- Advancing the 29 Key Everglades Restoration Projects identified by Gov. DeSantis
- Maximizing use of available water storage features, such as reservoirs and flow equalization basins (FEBs)
- Implementing solutions to improve water quality treatment, reduce nutrient loads and reduce the likelihood of harmful algal blooms
- Managing invasive exotic and nuisance vegetation and species
- Increasing access and recreational opportunities on public lands when it does not conflict with ecosystem goals

RESTORATION OF WATER RESOURCES AND ECOSYSTEMS

Safeguarding and Restoring South Florida's Delicate Ecosystem

South Florida is characterized by its unique, diverse ecosystems which includes: the Northern Everglades covering the Kissimmee River, Lake Okeechobee, Caloosahatchee River and St. Lucie River watersheds; and the Southern Everglades encompassing the watersheds south of Lake Okeechobee to the Florida Keys. Over many decades of development, agriculture and increased urbanization significantly changed the hydrology, water quality and ecology of ecosystems throughout the 16-county region. Today, a wide variety of restoration and water quality and quantity improvement projects and programs are underway to protect and restore South Florida's ecosystem from the Kissimmee River to Florida Bay and all points in between. Blue-green algae and red tide events in the summer of 2018 brought new focus on water resource management in Florida. Less than 48 hours after taking office in January 2019, Governor Ron DeSantis signed the *Achieving More Now for Florida's Environment (19-12)* Executive Order and in July 2020, enacted a comprehensive water bill, implementing additional recommendations from the Blue Green Algae Task Force, state agencies, and the public.

Comprehensive Everglades Restoration Plan (CERP) Projects

- Everglades Agricultural Area (EAA) Reservoir Project
- Caloosahatchee Reservoir
- C-44 Reservoir and Stormwater Treatment Area
- Central Everglades Project Structure S-333N
- Central Everglades Project Old Tamiami Trail Removal
- Picayune Strand Restoration Project
- Biscayne Bay Coastal Wetlands L-31E Component

Northern Everglades and Estuaries Protection Program (NEEPP)

- Lakeside Ranch Stormwater Treatment Area (Phases II and III)
- Brighton Valley Water Farm
- Bluefield Grove Water Farm
- Scott Water Farm
- Nubbin Slough Stormwater Treatment Area
- Caulkins Water Farm
- Lake Hicpochee Restoration
- Caloosahatchee Reservoir Water Quality Feasibility Study



Safeguarding and Restoring South Florida's Delicate Ecosystem Continued

Restoration Strategies

- Stormwater Treatment Area 1-East Modification
- Stormwater Treatment Area 5/6 Internal Improvements
- Bolles Canal Hydrologic Improvement
- Stormwater Treatment Area 1-West Expansion #2
- C-139 Florida Equalization Basin

Operational Modifications

- Herbert Hoover Dike Rehabilitation and Repair
- Lake Okeechobee System Operation Manual (LOSOM)
- Upper Kissimmee Chain of Lakes Regulation Schedule



Foundation & Other Restoration Projects

- Everglades National Park/South Dade Hydrologic Improvement (C-111 Detention Areas)
- Kissimmee River Restoration
- Improved Water Deliveries to Everglades National Park - Phase II: Tamiami Trail Road Raising
- C-139 Annex Wetland Restoration - Phase II

Federal, State and Local Partnerships

In partnership with the U.S. Army Corps of Engineers, the District is implementing the Comprehensive Everglades Restoration Plan (CERP) to improve the quantity, quality, timing, and distribution of water delivered to freshwater and coastal systems in South Florida. The taxpayers have invested \$2.5 billion toward the acquisition of more than 253,000 acres required for CERP implementation, project construction and science-based research and monitoring.

The Kissimmee River and floodplain restoration is nearly complete through a partnership with the U.S. Army Corps of Engineers and has produced a functioning mosaic of wetland plant communities. The District acquired 100,000 acres for the restoration effort and conducts on-going scientific evaluations of the ecosystem response. The Corps has completed three phases of backfilling the C-38 canal and continuous water flow has been reestablished to 24 miles of the river's original course.

Gov. Ron DeSantis directed the District to expedite the Everglades Agricultural Area (EAA) Reservoir Project, and the District is delivering according to an expedited schedule. Construction began on the Stormwater Treatment Area in April 2020 and the U.S. Army Corps of Engineers is working on design of the reservoir. The project will provide a significant increase in southern storage to reduce high-volume discharges from Lake Okeechobee to the northern estuaries and deliver increased clean freshwater south.

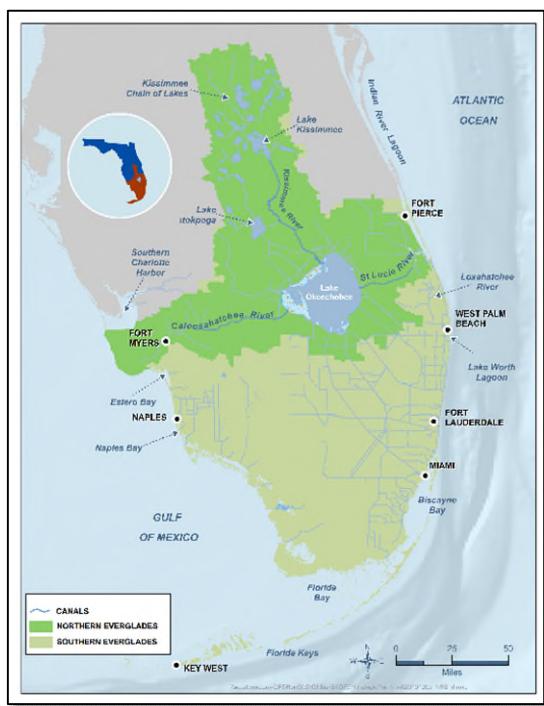
RESTORATION OF WATER RESOURCES AND ECOSYSTEMS - CORE MISSION



Much of the District's efforts in the Northern and Southern Everglades are guided by State law in the Northern Everglades and Estuaries Protection Program (NEEPP) [Chapter 373.4595, Florida Statutes \(F.S.\)](#) and the Everglades Forever Act, [Chapter 373.4592, Florida Statutes \(F.S.\)](#), respectively. These efforts consist of projects, programs, and cooperative initiatives. An extensive monitoring network is used to measure progress and ensure science consistently informs decision-making in support of restoration.

In the Northern Everglades, state law directs the coordinating agencies, the Florida Department of Environmental Protection (FDEP), the Florida Department of Agriculture and Consumer Services (FDACS) and the SFWMD, to restore the health of Lake Okeechobee, its watershed, and the St. Lucie and Caloosahatchee River watersheds and estuaries, while continuing to balance flood protection, water supply, navigation and recreational needs. The District supports the coordinating agencies in implementing research, water quality monitoring, and providing technical support in hydrological and ecological evaluation and assessment methods needed to understand how the NEEPP is progressing. Strategies involving one or more of the three coordinating agencies include construction projects (e.g.,

Lakeside Ranch Stormwater Treatment Area Phase II and Nubbin Slough Stormwater Treatment Area); alternative treatment technologies (Hybrid Wetland Treatment/Nitrogen Testing); local water quality projects; public-private partnerships (dispersed water management); habitat restoration; and agricultural and urban harmful nutrient reduction programs.



In the Southern Everglades, to achieve compliance with the long-term phosphorus water quality standards established for the Everglades Protection Area, a combination of approaches including stormwater treatment areas (STAs) and programs like agricultural best management practices (BMPs) are in place. In the Everglades Agricultural Area and C-139 Basins, existing programs for implementing BMPs are a part of the overall strategy. As for the STAs, more than 57,000 acres of constructed marshes and 105,000 acre-feet of storage are now successfully at work improving Everglades water quality.

The State of Florida and the U.S. Environmental Protection Agency reached consensus on supplemental strategies to further improve water quality. This program is referred to as the Restoration Strategies program. The District is implementing a technical plan to complete several projects that will create more than 6,500 acres of new STAs and approximately 120,000 acre-feet of additional water storage through construction of flow equalization basins (FEBs). The strategies also identify funding for additional sub-regional projects to further reduce phosphorus in areas where phosphorus levels are elevated.

Restoration Strategies includes a science plan that targets research and monitoring necessary to improve and optimize the performance of water quality treatment within the facilities. Additional projects south of Lake Okeechobee intended to further assist in managing flow and improving water quality continue to be implemented along with other sub-regional programs and habitat restoration.

In addition, the District will initiate rule development to review and revise Chapter 40E-61, Florida Administrative Code, Works of the District with significant public input and engagement. This is also known as the Lake Okeechobee Works of the District Basin rule. The 2016 Northern Everglades and Estuaries Protection Program (NEEPP) law requires the District to amend 40E-61 to be consistent with NEEPP and Section 403.067 and adopt new rules for the Caloosahatchee and St. Lucie River Watersheds. The District is also working with the U.S. Army Corps of Engineers during the review of the Lake Okeechobee System Operating Manual (LOSOM) and encourages the public to participate in this open public process.

The District participates in several interagency working groups that seek to achieve ecosystem restoration and stormwater and flood protection improvements. Examples of these groups include Charlotte Harbor Flatwoods Initiative, Loxahatchee River Preservation Initiative and Lehigh Headwaters Initiative. Projects developed by interagency working groups often complement restoration programs such as CERP and NEEPP.



Expanding Storage Opportunities, Improving Habitats and Cleaning Water

Improved water storage, habitat restoration and water quality treatment in both the northern and southern reaches of the greater Everglades ecosystem are key to a healthy environment and strong economy. The natural environment will experience significant benefits as restoration projects come online and begin operating and delivering their desired results. The District is committed to identifying and implementing cost-effective and sustainable solutions to meet the region's water quality and ecosystem restoration challenges.

The District provides natural resource protection and management while allowing compatible, multiple uses on select public lands in accordance with state law. The District primarily uses the Comprehensive Everglades Restoration Plan's Integrated Delivery Schedule, Northern Everglades and Estuaries Protection Program, and funding opportunities to identify further restoration projects. Project priority is set by the SFWMD Governing Board with significant public and stakeholder input.



Water Quality Testing

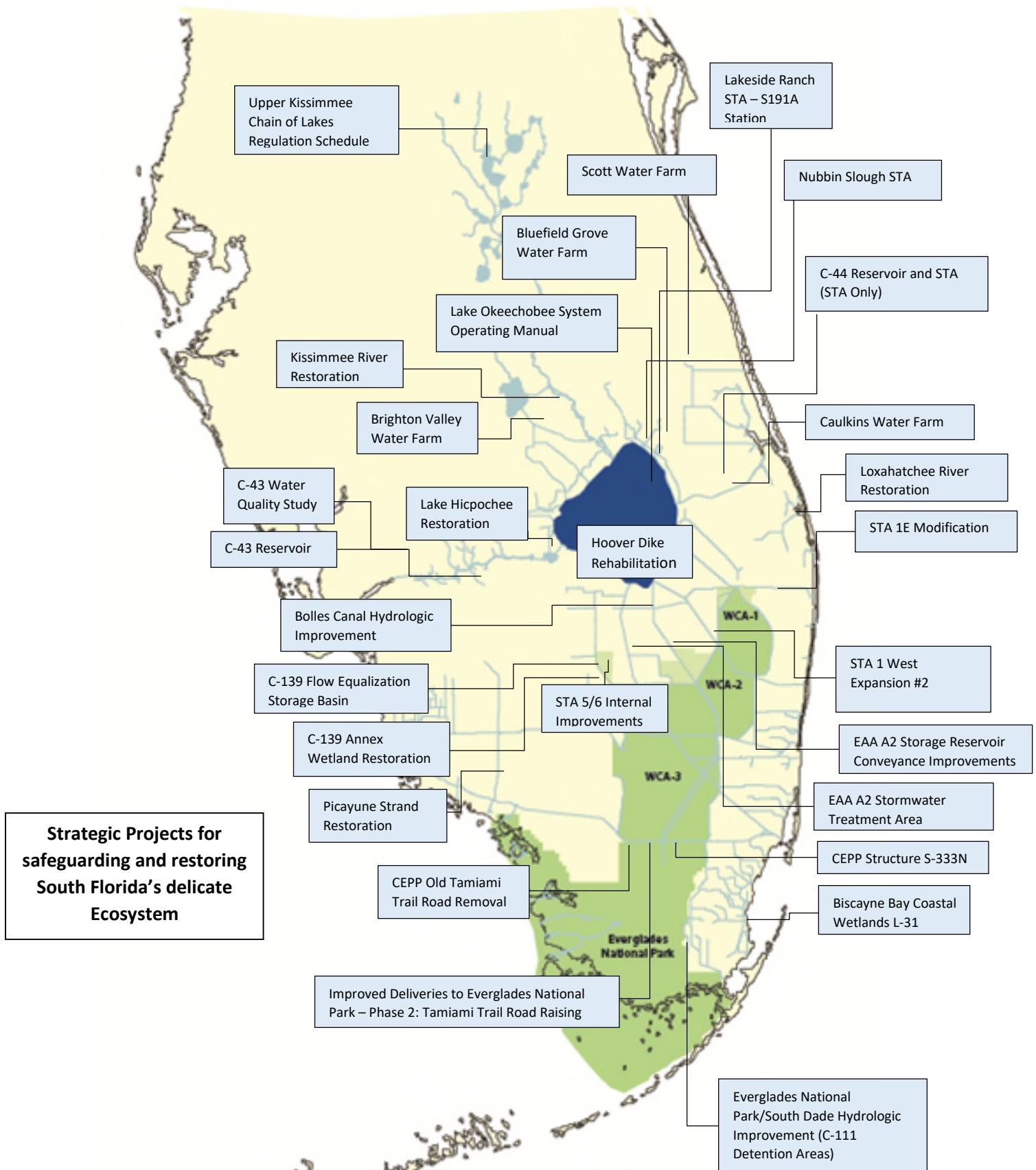
Everglades Restoration is contributing to the District's efforts of addressing the effects of climate change and sea level rise. The completed Comprehensive Everglades Restorations Plan's water storage projects will increase the District's ability to better manage anticipated extreme weather events while protecting communities and the environment.

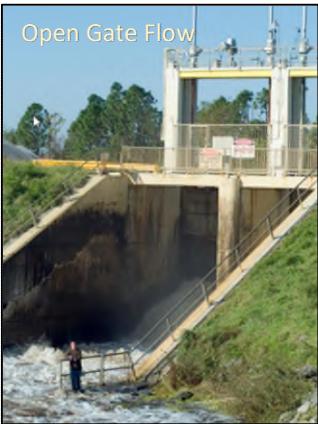
The restoration of freshwater flows, as the main Everglades Restoration goal, contributes to slow down saltwater intrusion, promoting more sustainable aquifer recharge rates, healthier freshwater habitats, estuaries and bays, enhanced water quality, more stable coast lines and reduced marsh dry outs.

Restoration of Water Resources and Ecosystems Success Indicators

- Improve water quality entering Lake Okeechobee and the Northern Estuaries
- Complete projects on time and on budget
- Maximize use of available interim and permanent water storage
- Attain ambient water quality standards for phosphorus in the Everglades Protection Area
- Meet established Everglades Agricultural Area and C-139 Basin phosphorus reduction requirements annually
- Continue to encourage preapplication meetings to ensure complete application submittals incorporating full implementation of statutorily mandated quality, water quantity and environmental conditions of issuance
- Treat 70,000 acres of invasive exotic vegetation annually. Conduct prescribed burning on a minimum of 16,000 acres of District conservation lands annually
- Investigate and implement alternative exotic control methods. Reduce herbicide use over the next five years
- Provide public recreational opportunities on lands acquired by the District in accordance with state law, maintain a minimum of 80% of all fee-owned lands open for public recreation and provide hunting opportunities where recreation does not harm restoration goals
- Complete a cumulative summary of Wetland and Natural System Restoration and report to each county within the District

RESTORATION OF WATER RESOURCES AND ECOSYSTEMS - CORE MISSION





Strategic Priority

Refurbishing, replacing, improving, and managing the components of our water management system by:

- Implementing flood protection infrastructure refurbishment projects
- Incorporating new works into water management system operations
- Operating the water management system to meet flood protection and water supply needs into the future considering sea level rise and the impacts of a changing climate
- Coordinating with the U.S. Army Corps of Engineers on infrastructure inspections and results
- Coordinating with state/federal partners and assisting local governments to determine level of flood protection
- Optimizing infrastructure maintenance by adhering to, or exceeding, industry standards and best management practices
- Assess sea level rise and changing weather patterns to determine impacts of future conditions on District mission
- Advance adaption strategies and infrastructure investments to address mission impacting future climate conditions
- Coordinate with local, regional, State and Federal partners and join efforts and optimize resources to consolidate climate change science

FLOOD PROTECTION

Protecting South Florida's Communities from Flooding, Ensuring and Managing Water Flow

Tempering South Florida's weather extremes of flood and drought was the impetus for creation of the agency in 1949. That principal directive continues today through effective operation, maintenance and management of the primary canals, water control structures, pump stations and District-owned public lands.

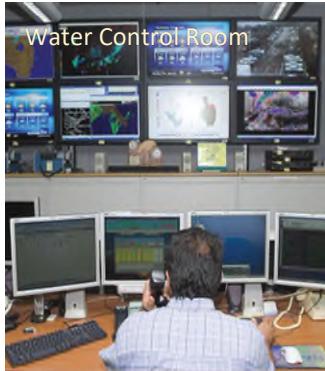
South Florida receives 52 inches of rain fall per year on average, and approximately 75 percent of the region's annual rainfall typically falls in the six-month period from May through October, when intense rainfall is common. Flood protection is a critical responsibility. Rainfall fluctuates annually and conditions move quickly between flooding and drought, and the region is extremely vulnerable to hurricanes and tropical storms. These weather extremes add to the challenges of water resource management. Highly variable rainfall coupled with flat topography necessitates flood protection for the region's 8.7 million residents. When the regional Central and Southern Florida Project was designed in the late 1940s, its primary function was flood protection; although, there were additional benefits to water supply, fish and wildlife preservation and other functions. Since the U.S. Army Corps of Engineers' construction of the public works project from the 1950s to 1970s, the District's responsibilities as local sponsor of the federal flood protection system expanded to emphasize these aspects of water resource management.

Today, the South Florida Water Management District (SFWMD) operates and maintains more than 2,200 miles of canals and 2,100 miles of levee/berms, 1,400 water control structures and 80 pump stations. The system is continuously expanding as new restoration projects, such as the Stormwater Treatment Areas, are completed or expanded.

Major flood protection responsibilities include operations, maintenance and refurbishment of system-wide infrastructure, vegetation management, along with hydrological data collection, flow determination and hydrological basin management. Improvements and upgrades to the District's flood protection system include automation; pump station repair and restoration; gravity structure repair and restoration; levee inspections and repair; and canal conveyance dredging. The District is investing additional resources to combat the impacts of sea level rise and respond to the increased flood protection needs facing South Florida communities.



FLOOD PROTECTION - CORE MISSION



Regional System Expansion and Enhancements

Moving water is central to the District's mission of flood protection. A well-maintained water management infrastructure assures the public that District facilities are operating at peak efficiency. The District commits to setting aside resources each year to implement the Capital Improvement Plan for repairing, refurbishing and upgrading pump stations, canals, water control structures, levees and water storage areas. In addition, construction of new facilities requires an increase in operations and maintenance responsibilities. This includes managing new facilities as well as restoration projects.

District Resiliency – Ensuring the Region's Water Resources and Ecosystems Resiliency Now and in the Future

The District is strongly committed to addressing the impacts of climate change, including rising sea levels, changing rainfall and flooding patterns. The current SFWMD's resiliency efforts focus on assessing how sea level rise and extreme events, including drought and flood events, happen under current and future climate conditions and how they affect water resource management. The District's resiliency efforts also focus on understanding the impacts of future climate conditions on ecosystems and restoration efforts. The District is making infrastructure adaptation investments that are needed to successfully implement its mission of safeguarding and restoring South Florida's water resources and ecosystems, protecting communities from flooding, and ensuring an adequate water supply for all South Florida's needs. Working to ensure the region's water resources and ecosystems resiliency, now and in the future, is part of everything the District does.

With a goal to ensure the flood protection system continues to meet the region's needs into the future, the District in collaboration with the U.S. Army Corps of Engineers and partners in local governments, is assessing the risk to the flood protection system from development, the impacts of a changing climate, sea level rise and storm surge. The results of these assessments will help identify necessary adaptations which will provide long term resiliency and ensure flood protection needs are met into the future.

A key piece of the District's efforts is the Flood Protection Level of Service Program (FPLOS). Under this program, the District studies the canals, structures and pump stations it operates to ensure that they can provide the level of flood protection they were designed to under future conditions with consideration for sea level rise. Where the studies identify canals and/or structures that will no longer adequately provide flood protection, improvements are developed to ensure adequate flood protection into the future. The FPLOS Program ensures a flood protection system resilient to shocks and stresses such as hurricanes, floods and droughts. The assessment will cover the entire District every 8 to 10 years and is estimated to cost approximately \$2 million annually.



Systems Maintenance



Canal Maintenance

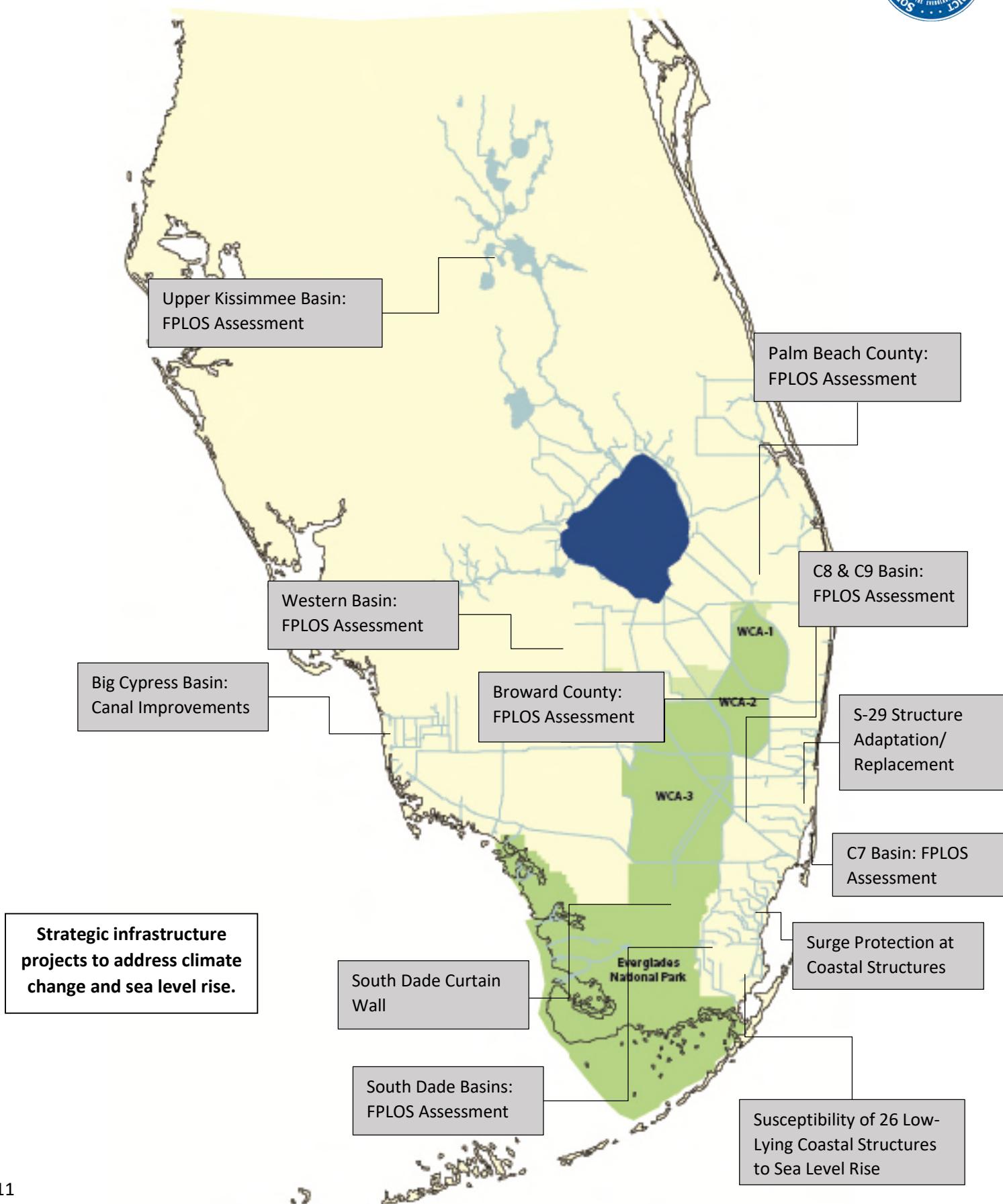


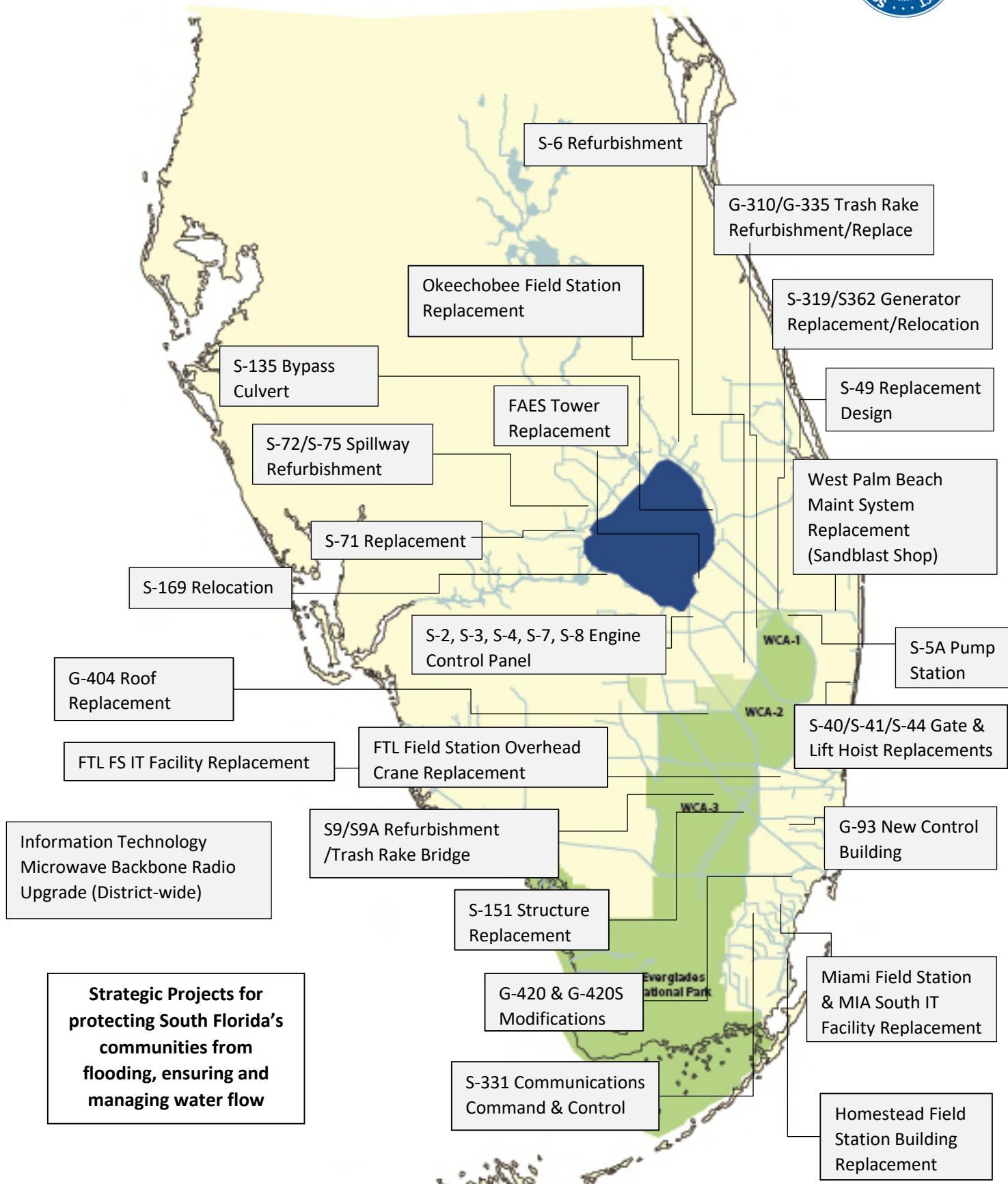
Structure Maintenance



Flood Protection – Success Indicators

- Complete Flood Control Strategic projects on time and on budget
- Complete District Resiliency Strategic projects on time and on budget
- Enhancement of coastal structures (S-29) to address effects of storm surge and rising sea levels
- Elevate and waterproof generators and gate controls at coastal structures
- Update vulnerability assessment at all coastal structures
- Planning and implementation for a curtain wall in South Miami-Dade County
- Bring 100 percent of new works online on schedule, prior to project close out
- Maintain operating water levels within the regulation schedule target range when appropriate
- Achieve passing rating for annual inspection of District infrastructure and provide results to U.S. Army Corps of Engineers
- Reduce the average risk rating of District infrastructure through structure inspections and improvements
- Ensure that 90 percent of field station repairs are completed within one year of inspection reports
- Resolve Right of Way unpermitted encroachments
- Perform at least 80 percent of all field maintenance work activities as planned work; no more than 20 percent as unplanned
- Expend no more than 20 percent of field maintenance funds for unplanned work
- Coordinate with restoration, flood protection and water supply efforts to incorporate actions to address climate related impacts and promote resilience adaptation strategies, based on consistent scenario planning and regional modeling approaches
- Partner with United States Corps of Engineers in advancing the Central and Southern Florida Flood Resiliency Study to revisit the C&SF Project, with the goal of addressing changed conditions and future climate impacts.
- Estimate future extreme rainfall conditions, based on the evaluation of climate downsizing datasets in contrast to historic observation data, and produce future rainfall depth-during-frequency curves District wide.
- Establish key water and climate resilience metrics to document and communicate observed trends and shifts in relevant water and climate data, informing District's resiliency efforts and modernizing design standards.
- Expand saltwater monitoring network and variable density groundwater modeling to evaluate future groundwater levels and the extent and rate of inland movement of the saltwater interface, given sea level rise projections.
- Communicate, engage and collaborate with partner agencies, stakeholders and the public to inform regional and local vulnerability assessments and resilience efforts, and continue to ensure the resilience and safeguarding of the District's valuable water resources and ecosystems.







WATER SUPPLY

Ensuring Water for South Florida's Communities

Water in the State of Florida is a public resource, so strategies that protect and expand water supplies are in the public interest. The District utilizes a variety of tools and technologies to help ensure a reliable and sustainable supply of water for South Florida's environment, citizens and community.

Water supply needs are continually evaluated by the District and appropriate programs are developed to achieve sustainable water resources and related natural systems. Data, computer modeling and analysis are used to evaluate water source conditions for current and projected uses. Increasing development and population have resulted in higher demands for water supply over time and are projected to continue to increase into the future. Planning for a growing water demand must be balanced while ensuring water remains available for natural systems. Changing climate patterns, such as increased rainfall variability, sea level rise, increased evapotranspiration and warmer air temperatures, may affect water supply demands and sources and need to be taken into consideration in future water supply plans. Freshwater aquifers in coastal counties remain vulnerable to saltwater intrusion. Therefore, coordinated efforts with local governments and other partner agencies are necessary.

Strategic Priority

Meeting the water needs of the environment and preparing for current and future demands of water users by:

- Encouraging development of alternative water supply projects to diversify water supply
- Planning for region's water resource needs with consideration of climate change and sea level rise challenges
- Developing and implementing regional water supply plans in coordination with local governments and the public
- Promoting water conservation measures
- Utilizing regulatory permitting and compliance authority
- Using water reservation and minimum flow and level authority to protect water for natural systems

To meet Florida's future water demands, the state's water management districts are working with water users to best use the state's traditional water sources while also promoting the development and use of alternative sources. Water supply management strategies include sound planning and permitting; demand reduction through water conservation; development of alternative water sources such as new surface water storage, reclaimed water and desalination of brackish and saline water; and Everglades restoration.

Data collection to monitor conditions and increase our knowledge of the water resources is integral to the sustainability of these resources. The District conducts groundwater monitoring, aquifer system research through installation and testing of new wells. Part of the District's strategy to address the impacts of climate change and sea level rise includes analyzing potential impacts that affect water supply sources and the natural system. Initiated in 2009, the District monitors and documents the location and movement of the saltwater interface every 5 years and identifies areas where inland movement of the saltwater interface puts wellfields and other critical resources at risk. This allows the District, local governments, utilities and other water users to plan and proactively implement prevention or adaptation strategies.

Planning, Regulation and Conservation

Water supply plans are updated in collaboration with stakeholders every 5 years. Based on at least a 20-year outlook, these plans include water demand estimates and projections; an evaluation of regional water resources; identification of water supply-related issues and options; water resource and water supply development components, including funding strategies; and recommendations for meeting projected demands while



sustaining water resources and related natural systems. Alternative water supplies, regional solutions and water conservation are encouraged through strategies that include public outreach/education, policy, voluntary efforts, and financial incentives.

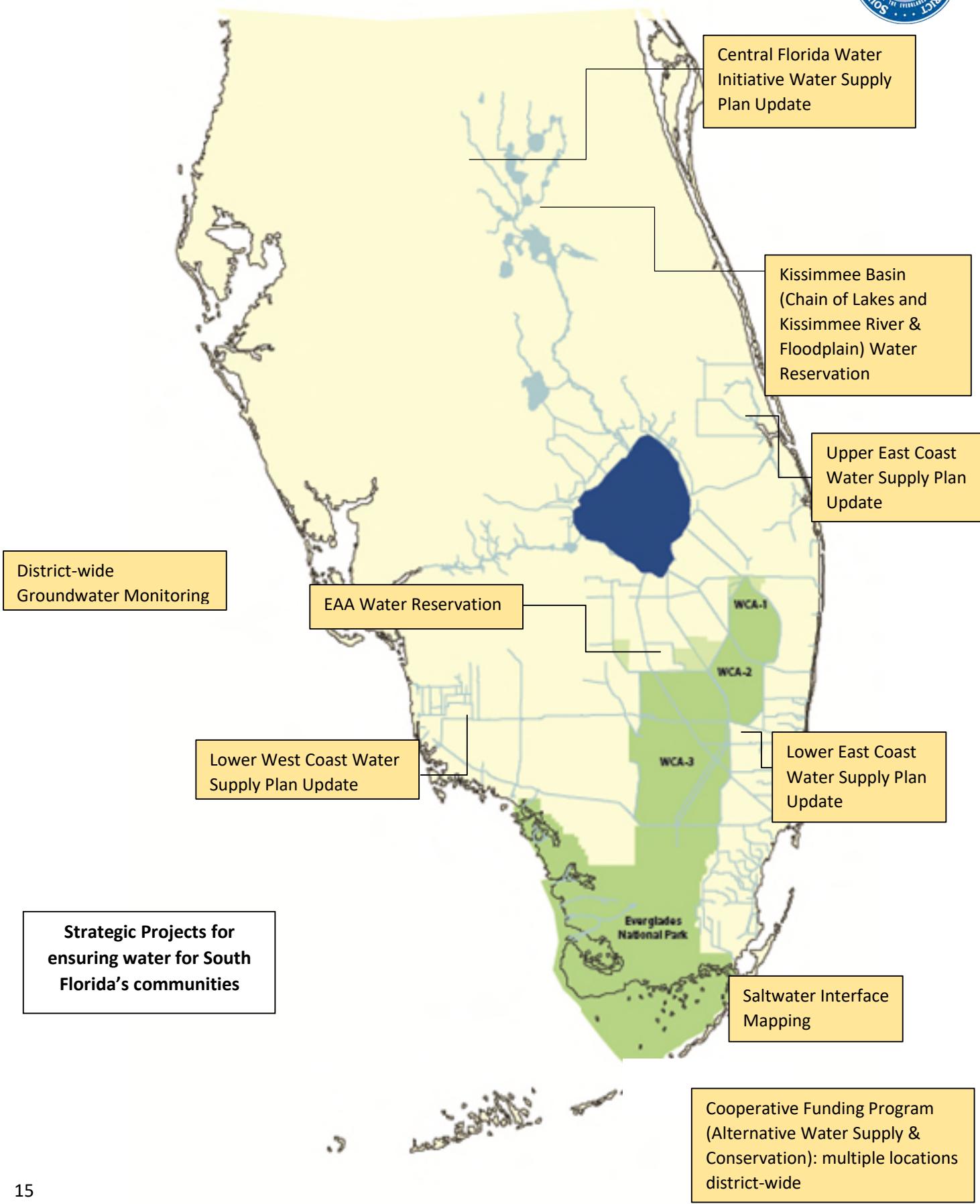
The District regulates and manages the consumptive use of water through consumptive use permits. These permits ensure that proposed uses are reasonable and beneficial, will not interfere with any current existing legal users and are consistent with the public interest. Rules protect water for Florida's natural systems and wetlands to preclude harm that could result from water supply over-pumping. In addition, the state's water reservations authority allows water to be set aside in an ecosystem for the protection of fish and wildlife. Minimum flows and levels are established at specific water resource locations to protect the ecology of those areas from significant harm due to further withdrawals. Associated recovery or prevention strategies are also developed for all minimum flows and levels.

Effective planning and permitting, along with source diversification and water conservation, are key to ensuring that communities are less susceptible to water supply shortages. South Florida's primary water supply challenges include the need for storage, saltwater intrusion, changing climatic conditions and a growing demand coupled with competing uses.

Finding and implementing cost-effective solutions to resource protection and water supply availability issues require a collaborative approach. Water supply development projects that support the reuse of treated wastewater are included in regional water supply plans, and its beneficial use is encouraged.

Water Supply - Success Indicators

- Cumulative percentage of the 2015-2040 increase in public supply demand met by planning region
- Approval of 5-year water supply plan updates on schedule
- District-wide average annual uniform gross per capita water use (public water supply) is less than 135 gallons per capita daily
- Continue to encourage preapplication meetings to ensure complete application submittals incorporating full implementation of statutorily mandated consumptive use conditions of issuance.
- Provide Priority Waterbody List and Schedule for the establishment of Minimum Flows and Levels and Water Reservations annually by November 1
- Complete reservations/minimum flow and minimum water levels analyses on schedule
- Complete rule adoption for the Kissimmee Basin water reservations in 2020
- Complete rule adoption for the EAA Reservoir water reservation in 2020
- Develop a range of sea level rise scenarios (coastal canal, groundwater level and Everglades Restoration efforts) to slow saltwater intrusion
- Incorporate sea level rise and other climate impacts as a part of advanced integrated water supply planning. Include consideration of "based condition water use" under future conditions.
- Incorporate "1-in-10" level of drought protection in all water supply performance measures





Strategic Priority

Ensuring South Florida taxpayers receive efficient and effective customer service by:

- Focusing resources on core functions, minimizing administrative costs and measuring performance
- Ensuring accountability, transparency and public involvement in agency decisions
- Employing and developing a high-quality, diverse workforce

PUBLIC ENGAGEMENT & ADMINISTRATION

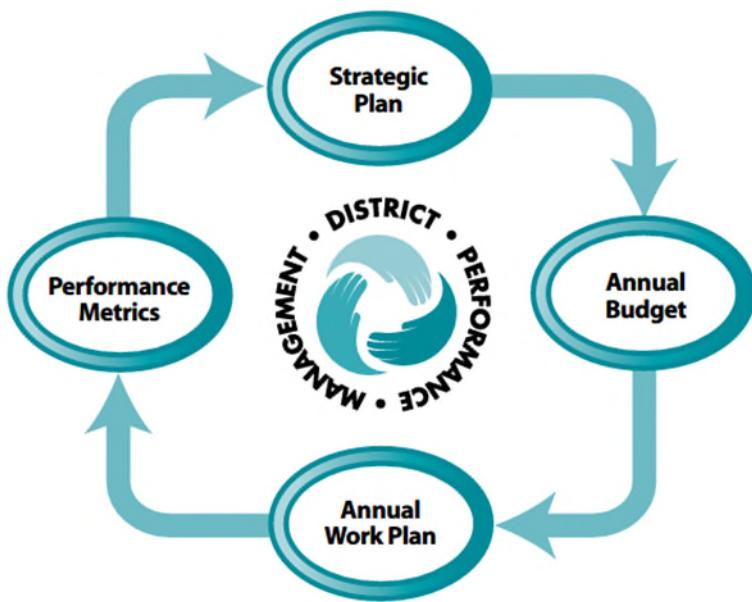
Delivering Efficient and Cost-Effective Services on Behalf of South Florida Citizens

The District constantly looks for opportunities to implement strategies to improve operations, enhance fiscal efficiency, ensure public access and engagement, create more accountability and, most importantly, deliver the services and results that citizens and businesses expect. Project and operational progress, along with overall organizational efficiency and effectiveness, are continuously measured and reported. Monthly financial statements are publicly presented at Governing Board meetings and posted online to clearly demonstrate how the District utilizes taxpayer dollars. By routinely collaborating with the public, state and federal agencies, local governments, non-governmental organizations, community organizations and the business community, the District works to further leverage public dollars by identifying additional cost-saving strategies.

Public Engagement & Administration – Success Indicators

- Document, assign and respond to 90 percent of public records requests within 14 days
- Maintain workforce turnover rate at less than 6 percent
- Ensure more than 90 percent of new hires are retained after the six-month probation period
- Post monthly financial statements to publicly available website within 24 hours after each Governing Board meeting
- Submit annual audit to the Florida Department of Financial Services and Auditor General within 45 days after Governing Board acceptance but not later than 9 months after end of prior fiscal year
- Complete required distribution of annual audit within 10 days after Governing Board acceptance and ensure posting on the District's publicly available website within 10 days of acceptance

PUTTING the PLAN into ACTION



The Strategic Plan...

Is a key component of the South Florida Water Management District's integrated business cycle. It establishes the overall policy direction and strategic priorities set by the Governing Board to carry out the agency's core mission responsibilities. Serving as the agency blueprint for long-term planning and implementation, the Strategic Plan provides overarching guidance in development of the annual budget and work plan and the success indicators used for measuring progress.

Implementing the priorities identified in this Strategic Plan will result in:

- Restoration of the South Florida ecosystem, including improvements in the timing and quantity of water flows and restored habitats
- Achievement of water quality standards
- Regional flood protection provided by a refurbished water management system
- Achievement of water quality standards
- Affordable and reliable water supplies
- Public and private partnerships that help stretch limited resources
- Efficient and effective customer service for South Florida taxpayers
- Transparency to Stakeholders on the Districts priorities.

*Fast tracking
Caloosahatchee
Reservoir
construction to
improve South
Florida's ability to
handle weather
extremes is a
primary goal for the
District.*



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