

Regulatory & Public Affairs

Success Indicator:	1) 100% of Environmental Resource Permit applications processed consistent with adopted rules and criteria
Definition:	Review applications for Environmental Resource Permits (ERP) and Surface Water Management Permits within legal timeframes. Individual Permits must be issued within 90 days of being deemed complete and General Permits must be issued within 60 days of being deemed complete.
Data Source(s):	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Reporting Period:	Fiscal Year
Reporting Frequency:	Once a year, at the end of the fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Continue e-Permitting and electronic document management.
Why is Success Indicator important:	The objective of this program is to ensure land development projects and dredge and fill activities do not cause adverse environmental, water quality, or water quantity impacts as required in Ch. 373. F.S. Processing 100% of the applications within legal timeframes ensures that no permits are issued by default
Example:	FY2008: 99.93% (1 permit defaulted out of 1,465 permits issued) FY2009: 100% (No defaulted permits of the 1,090 permits issued)
Target(s):	100% of all permit applications processed with adopted rules and criteria
Target definition source:	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Subject matter expert(s):	Anthony Waterhouse, Anita Bain

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Success Indicator:	2) 100% of all permit applications processed consistent with adopted rules and criteria
Definition:	Review applications for Water Use Permits within legal timeframes. Individual Permits must be issued within 90 days of being deemed complete and General Permits must be issued within 60 days of being deemed complete.
Data Source(s):	Volume III Basis of Review information manual as required in Ch.373 F.S.
Reporting Period:	Fiscal Year
Reporting Frequency:	Once a year, at the end of the fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Continue e-Permitting and electronic document management. • Use reservation and allocation authority to protect water for the natural system
Why is Success Indicator important:	The objective of this program is to ensure safe, efficient, equitable and reliable development of the State's water resources (Ch. 373. F.S) Processing 100% of the applications within legal timeframes ensures that no permits are issued by default
Example:	FY2008: 99.96% (1 permit defaulted out of 2,382 permits issued) FY2009: 99.57% (8 permits defaulted of the 1,872 permits issued)
Target(s):	100% of all permit applications processed with adopted rules and criteria
Target definition source:	Volume III Basis of Review as required in Ch.373 F.S.
Subject matter expert(s):	Maria Clemente

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Success Indicator:	3) 100% of Requests for Additional Information letters issued on time
Definition:	Request for Additional Information (RAI) must be sent within 30 days of receipt of information from the permit applicant.
Data Source(s):	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Reporting Period:	Fiscal Year
Reporting Frequency:	Once a year, at the end of the fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Continue e-Permitting and electronic document management.
Why is Success Indicator important:	To ensure that District permitting staff are meeting mandated 30 day deadline for requesting additional information from the permit applicant. If the 30 day deadline is missed the permit application is deemed complete by statute
Example:	FY2008: 99.56% (17 Request for Additional Information letters not issued on time) FY2009: 99.83% (5 Requests for Additional Information Letters not issued on time)
Target(s):	100% of all permit applications processed with adopted rules and criteria
Target definition source:	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Subject matter expert(s):	Anthony Waterhouse, Anita Bain

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Success Indicator:	4) 100% of all permit applications processed with adopted rules and criteria within time defined by statute
Definition:	Metrics used to determine the average time to review and issue Environmental Resource and Water Use Permits pursuant to statutory requirements. The first metric is an average of total time an application is in house for review. The second metric is the average time to issue a permit once an application is deemed complete.
Data Source(s):	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Reporting Period:	Fiscal Year
Reporting Frequency:	Once a year, at the end of the fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Continue e-Permitting and electronic document management.
Why is Success Indicator important:	To ensure that District permitting staff are meeting mandated deadlines from receipt of initial application to disposition, and from receipt of complete application to disposition
Example:	<p><u>FY2008:</u> 100% ERP – Average from receipt of initial application to disposition – 194 days. Average from receipt of complete application to disposition – 50.75 days. WU – Average from receipt of initial application to disposition – 163 days, Average from receipt of complete application to disposition – 39.21 days.</p> <p><u>FY2009:</u> 100% ERP – Average from receipt of initial application to disposition – 231.62 days. Average from receipt of complete application to disposition – 50.38 days. WU – Average from receipt of initial application to disposition – 171.28 days, Average from receipt of complete application to disposition – 46.27 days.</p>
Target(s):	100% of all permit applications processed with adopted rules and criteria
Target definition source:	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Subject matter expert(s):	Anthony Waterhouse, Anita Bain

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Success Indicator:	5) Construction certifications kept current and backlog processed by 2015
Definition:	Due to the lack of compliance by permittees that were required by special condition to submit construction certifications to ensure that their projects were built in substantial conformance with the permit , a backlog of 8159 certifications were identified between 1992 and 2000. The District initiated a program to eliminate the backlog by 2015 while keeping current with the current construction certification workload.
Data Source(s):	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Reporting Period:	Quarterly and Yearly
Reporting Frequency:	Once a year, at the end of the fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Consistently address backlog of construction certifications until complete
Why is Success Indicator important:	Confirmation that projects are built in compliance with permitted plans is essential to ensure water quality treatment, adequate flood control protection, and preservation, creation, restoration and/or enhancement of natural systems
Example:	<p><u>FY2008:</u> 1,190 Current, 453 Backlog. Certifications Processed (backlog target – 820)</p> <p><u>FY2009:</u> 1,726 Current, 1,133 (13.8% Backlog Certifications Processed (backlog target = 820)</p>
Target(s):	Complete 90% of current certifications and reduce backlog by 10% by year end, backlog to be done by 2015.
Target definition source:	Volume IV of the District's Permit Information as required in Ch.373 F.S.
Subject matter expert(s):	Brian Tilles

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Success Indicator:	6) Minimum of 60% active Environmental Resource Permits inspected annually (both environmental and construction) <ul style="list-style-type: none"> • Achieve 75% compliance rate • Address 100% of major non-compliance issues with written correspondence within 15 working days 																		
Definition:	Objective is to ensure the permittees are constructing water management systems consistent with the designs, terms, and conditions of permits issued to prevent non-compliance in order to ensure water resource objectives of the permits are achieved.																		
Data Source(s):	Volume IV of the District's Permit Information as required in Ch.373 F.S.																		
Reporting Period:	Quarterly and Yearly																		
Reporting Frequency:	Once a year, at the end of the fiscal year																		
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Continue to improve automated processes to capture field data in a more efficient manner 																		
Why is Success Indicator important:	Construction and environmental inspections by District staff during the construction phase of a project afford the District the opportunity to address potential violations prior to irreversible harm																		
Example:	<p><u>FY2009:</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total Inspections</td> <td style="text-align: right;">14,503</td> </tr> <tr> <td>Environmental Inspections</td> <td style="text-align: right;">3,007</td> </tr> <tr> <td> Applications Inspected</td> <td style="text-align: right;">1,423</td> </tr> <tr> <td> Per Cent Compliance</td> <td style="text-align: right;">72.00%</td> </tr> <tr> <td>Construction</td> <td></td> </tr> <tr> <td> Applications Inspected</td> <td style="text-align: right;">2,009</td> </tr> <tr> <td> Per Cent Compliance</td> <td style="text-align: right;">82.00%</td> </tr> <tr> <td>Total Compliance Percentage</td> <td style="text-align: right;">76.50%</td> </tr> <tr> <td>Total number of non-compliance letters sent on time</td> <td style="text-align: right;">2,206</td> </tr> </table>	Total Inspections	14,503	Environmental Inspections	3,007	Applications Inspected	1,423	Per Cent Compliance	72.00%	Construction		Applications Inspected	2,009	Per Cent Compliance	82.00%	Total Compliance Percentage	76.50%	Total number of non-compliance letters sent on time	2,206
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Target(s):	Complete 90% of current certifications and reduce backlog by 10% by year end, backlog to be done by 2015																		
Target definition source:	Volume IV of the District's Permit Information as required in Ch.373 F.S.																		
Subject matter expert(s):	Brian Tilles																		

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Success Indicator:	7) Net increase of wetland function														
Definition:	<p>Chapter 62-340 Wetland Delineation and Chapter 62-345 F.A.C. Uniform Mitigation Assessment Method specify how the Water Management Districts and FDEP are required to delineate wetlands and calculate mitigation requirements for wetlands</p> <p>Total Wetland Acres Permitted to be Impacted - Wetlands to be filled or dredged or those considered secondarily impacted due to lack of a buffer or due to the reasonable assumption of future phases that are very closely linked or causally related to potential wetland impacts</p> <p>Total Wetland Acres Preserved – Wetlands to be preserved that will not be filled or dredged</p> <p>Total Wetland acres Created/Restored – Creation of wetlands from uplands or restoration of historic wetlands through changes in land elevation, replacement of hydric soils, hydrologic improvements, replanting of wetland plant species, removal of exotic plant species or a combination of these techniques.</p> <p>Total Wetland acres Enhanced – Wetland preservation areas that will be improved through the removal of exotic plant species, hydrologic improvements and/or replanting of wetland plant species. This is a subset of the wetlands preserved acreage.</p> <p>Total Acres of Upland Compensation – Preservation of native upland habitats in association with adjacent wetlands as mitigation for wetland impacts. May include enhancement through exotic plant species removal, replanting or implementation of fire management or other native lands management techniques.</p> <p>Total number of Mitigation Bank Credits purchased – Purchase of credits from a mitigation bank permitted by the water management district or Florida Department of Environmental Protection as mitigation for wetland impacts.</p>														
Data Source(s):	Volume IV of the District's Permit Information as required in Ch.373 F.S.; ERR Database														
Reporting Period:	Quarterly and Yearly														
Reporting Frequency:	Once a year, at the end of the fiscal year														
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority 														
Why is Success Indicator important:	To ensure that all wetland impacts and mitigation are properly reported and that they meet the requirements of Chapter 62-345 F.A.C.														
Example:	<p><u>FY2009:</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Total acres reviewed</td> <td style="text-align: right;">1,225</td> </tr> <tr> <td>Total wetland acres permitted to be impacted</td> <td style="text-align: right;">263</td> </tr> <tr> <td>Total wetland acres preserved</td> <td style="text-align: right;">585</td> </tr> <tr> <td>Total wetland acres created / restored</td> <td style="text-align: right;">56</td> </tr> <tr> <td>Total wetland acres enhanced</td> <td style="text-align: right;">295</td> </tr> <tr> <td>Total acres upland compensation</td> <td style="text-align: right;">0.5</td> </tr> <tr> <td>Total number of mitigation bank credits</td> <td style="text-align: right;">241</td> </tr> </table>	Total acres reviewed	1,225	Total wetland acres permitted to be impacted	263	Total wetland acres preserved	585	Total wetland acres created / restored	56	Total wetland acres enhanced	295	Total acres upland compensation	0.5	Total number of mitigation bank credits	241
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Total acres upland compensation	0.5														
Total number of mitigation bank credits	241														
Target(s):	Report all wetland preservation, impact and mitigation information for each ERP permit issued that involves wetland issues														
Target definition source:	Volume IV of the District's Permit Information as required in Ch.373 F.S., Chapter 62-340 F.A.C. and Chapter 62-345 F.A.C.														
Subject matter expert(s):	Anita Bain														

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Success Indicator:	8) Increase initial e-Permitting applications by 2 percentage points per year						
Definition:	Increase the number of initial e-Permitting submittals for both Environmental Resource Permit (ERP) and Water Use (WU) Permit applications. In FY09, the percentage of initial e-Permitting submittals for ERP applications was 10.2%, and for WU applications was 3.7%. When combined, 6.3% of new applications for ERP and WU permits in FY09 were submitted via e-Permitting.						
Data Source(s):	Permit Database						
Reporting Period:	Quarterly and Annually						
Reporting Frequency:	Quarterly and Annually, end of fiscal year						
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Continue e-Permitting and electronic document management 						
Why Success Indicator is important:	The use of e-Permitting increases both the efficiency and accuracy of application submittal. The data is also made available for online research.						
Example:	<p>2010:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total E-Permitting submittals</td> <td style="text-align: right;">75</td> </tr> <tr> <td>Total number of applications received</td> <td style="text-align: right;">1,500</td> </tr> <tr> <td>Total percentage of applications submitted via E-Permitting</td> <td style="text-align: right;">5%</td> </tr> </table>	Total E-Permitting submittals	75	Total number of applications received	1,500	Total percentage of applications submitted via E-Permitting	5%
Total E-Permitting submittals	75						
Total number of applications received	1,500						
Total percentage of applications submitted via E-Permitting	5%						
Target(s):	Increase the percentage of new applications (ERP & WU) submitted via e-Permitting by 2 percentage points per year						
Target definition source:	Volume III and Volume IV of the District's Permit Information, as required in Chapter 373, F.S.						
Subject matter expert(s):	Robert M. Brown						

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Success Indicator:	9) Review Five Year Water Use Compliance Reports within 60-Days of submittal and respond to permittees within 30-days (90 days total)
Definition:	F.S. 373.236(4); Basis of Review (BOR) 1.7.2.3; BOR 5.2.1(H); BOR 5.2.3(E) state that water management districts may require a 5 –Year Compliance Report for 20 year water use permits. This is to ensure protection of the resource and that the original issuance circumstances are still consistent. At this time, all 20 year water use permits issued contain that requirement as a part of their conditions of permit issuance.
Data Source(s):	Water Use Compliance Database.
Reporting Period:	Quarterly and Annually
Reporting Frequency:	Quarterly and Annually, end of fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Utilize regulatory and compliance authority • Use reservation and allocation authority to protect water for the natural system
Why Success Indicator is important:	The objective of this program is to ensure safe, efficient, equitable and reliable development that is protective of the environment and the state’s water resources by checking compliance with the water use permit conditions of issuance. (Chapter 373, F.S.)
Example:	The number of 5 year compliance reports that are scheduled for review varies year to year (approximately 200 per year) and vary in complexity Based on the conditions of issuance, determine whether specific data sets are complete and required reports are submitted. If subject matter experts are required for a technical review and determination of acceptance, track routing through the District to meet 90 day total deadline of either an acceptance letter or request for additional information.
Target(s):	100% of all permit applications processed with adopted rules and criteria within 90 day target deadline.
Target definition source:	Volume III Basis of Review as required in Chapter 373, F.S. and as listed in the definition section.
Subject matter expert(s):	Marjorie Craig

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Success Indicator:	10) Phosphorus target loads and concentrations consistently achieved for all basins ultimately flowing into the Everglades Protection Area
Definition:	Compliance with water quality standards in the EPA, including compliance with the Everglades TP rule, and state and federal laws, such as the EFA and the Clean Water Act
Data Source(s):	Everglades Protection Area Tributary Basins Long-Term Plan for Achieving Water Quality Goals (Long-Term Plan) (Burns and McDonnell, 2003) and subsequent revisions, and the annual SFER
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually, end of fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> Utilize regulatory and compliance authority Implement the Long-Term Plan and other cost-effective solutions to improve water quality, reduce nutrient loads and achieve water quality standards
Why Success Indicator Is Important:	The Long-Term Plan is the state's blueprint for achieving water quality standards in the EPA and is recognized in the 2003 amended EFA and the 2003 Everglades TP rule as the Best Available Phosphorus Reduction Technology for the Everglades. Furthermore, the Long-Term Plan is being implemented to allow the District to maintain compliance with the federal Everglades Settlement Agreement/Consent Decree.
Example:	<p>FY2009: C-139 Basin: Out of compliance. Everglades Agricultural Basin: 68% reduction in phosphorus. In compliance.</p>
Target(s):	Provide annual updates of the Long-Term Plan projects in the SFER
Target definition source:	Long-Term Plan
Subject matter expert(s):	Pam Wade

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Success Indicator:	11) Completion and application of water supply plan data gathering and model runs in compliance with District Annual Work Plan schedule
Definition:	A comparison between the schedule achieved for data gathering and the schedule contained in each year's Annual Work Plan, with green (on schedule) being within 30 days of quarter scheduled; yellow beyond 30 days, but less than 60 days late; and red beyond 60 days late.
Data Source(s):	Quarterly reports
Reporting Period:	Fiscal Year (FY) (October 1–September 30)
Reporting Frequency:	Quarterly
Aligned Strategy:	<ul style="list-style-type: none"> • Evaluate ground and surface water data and conduct numerical modeling and empirical analysis to assist in determining water source availability • Develop and implement regional water supply plans in coordination with local governments • Adopt rules to protect water supply resources, including water shortage management
Why Success Indicator is important:	Collection and quality assurance of groundwater data is essential as the basis for calibration of groundwater models used to manage water resources. Model runs are needed to evaluate proposed water resource strategies and projects and their effect on natural systems and existing legal users of water. Applying peer-reviewed analytical tools (including numerical models) is essential to provide technical justification and defend against third-party challenges to the District's water supply planning, rulemaking, permitting, and Water Resource Development projects. Model runs that are late can compound into significant delays in the planning or rulemaking process.
Example:	FY2009: On schedule for 3 out of 5 Resource Evaluation Deliverables & Milestones at end of FY2009. - East Central Florida Transient Model > 30 days behind schedule - Lower East Coast recalibration > 60 days behind schedule
Target(s):	Complete data gathering and model runs within 30 days of quarter specified in Annual Work Plan
Target definition source:	Annual Work Plan
Subject matter expert(s):	Jeff Giddings, Peter Kwiatkowski

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Success Indicator:	12) Plan review, development, and implementation schedules maintained
Definition:	Plan review, development, and implementation schedules maintained for: <ul style="list-style-type: none"> • Comprehensive Plans and related local government reports reviewed within mandated timeframes • 100% response on Capital Improvement Elements from local governments • Development of regional Water Supply Plans every five years • Implementation of adopted regional Water Supply Plans on schedule
Data Source(s):	<ul style="list-style-type: none"> • Comprehensive Plan Review Tracking Spreadsheet • Water Supply Facilities Work Plan Tracking Spreadsheet • Five-year Water Resource Development Work Program • Regional Water Supply Plans
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually, end of fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Review comprehensive plans and water supply facilities work plans for consistency with regional water supply plans and consumptive use permit requirements • Develop and implement regional water supply plans in coordination with local governments • Ensure continuing consistency among water use permitting, water supply planning, alternative water supply project funding, and environmental protection and restoration • Coordinate with local governments and utilities to address potential sea level rise impacts on coastal wellfields
Why Success Indicator is important:	<p>State law requires local governments to amend their Comprehensive Plans to include a Water Supply Facilities Work Plan within 18 months of a water management district approving or amending a regional Water Supply Plan.</p> <p>Utilities' Water Supply Facilities Work Plans address at least a 10-year planning horizon to be consistent with the regional Water Supply Plans approved by the District or identify specific alternatives to satisfy the projected demands. This is a significant opportunity to implement the regional Water Supply Plans and further the goal of consistency between these plans, consumptive use permits, and local government comprehensive plans.</p> <p>Chapter 373, Florida Statutes (F.S.), requires each water management district to prepare an annual Five-Year Water Resource Development Work Program describing the agency's implementation strategy for the water resource development component of each approved regional Water Supply Plan developed or revised.</p> <p>Regional water supply plans identify future water needs by region and type so resources can be properly allocated. These plans are updated every five years to ensure that demand projections and water resource analyses are current, as required by Chapter 373, F.S.</p> <p>Maintaining plan review, development, and implementation schedules maximizes District opportunities to properly plan and implement.</p>
Example:	100% of Water Supply Facilities Work Plans submitted reviewed within mandatory timeframes
Target(s):	Review 100% Water Supply Facilities Work Plans and other relevant Comprehensive Plan amendments submitted by local governments within required time frames, and update regional Water Supply Plans according to schedule
Target definition source:	Chapter 373, F.S.
Subject matter expert(s):	Jim Jackson, Rod Braun

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Success Indicator:	13) Water supply rules completed on schedule
Definition:	Revisions to the Water Use Permitting Rules and the Basis of Review (BOR) as needed adhering to all internal deadlines including workshops, advertising and Governing Board Approval.
Data Source(s):	Water Resource Regulation Proposed Rulemaking Spreadsheet
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually, end of fiscal year
Aligned Strategy:	<ul style="list-style-type: none"> • Use reservation and allocation authority to protect water for the natural system • Utilize regulatory and compliance authority
Why Success Indicator is important:	Rulemaking is a primary tool for water management. These rules provide the management linkage between water use and ecology, and are required by Chapter 120. The rules and criteria address flood protection, water quality treatment and wetland protection (Chapter 373, F.S.)
Example:	Rules for Well Construction standards need to be updated to incorporate revised DEP rules by reference.
Target(s):	<ul style="list-style-type: none"> • Initiate Central Florida Coordination Area Rulemaking – June, 2011 • Streamline General Permit Permitting Process – July, 2011 • Update Well Construction Standards – September, 2011
Target definition source:	Water Use Permitting Rules and Statutes
Subject matter expert(s):	Robert Brown

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Success Indicator:	14) Alternative water supply capacity and reclaimed water use increased consistent with adopted regional water supply plans
Definition:	A comparison between the quantities of alternative water supply defined in adopted regional water supply plans and the quantity of water being made available factoring in current level of demands and demonstrated additional water supply needs
Data Source(s):	AWS funding applications; District annual inventory of brackish water and seawater capacity; Florida Department of Environmental Protection (FDEP) Annual Reuse Inventory; regional Water Supply Plan updates
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually
Aligned Strategy:	<ul style="list-style-type: none"> • Create incentives for alternative water supplies and conservation • Develop and implement regional water supply plans in coordination with local governments • Ensure continuing consistency among water use permitting, water supply planning, alternative water supply project funding and environmental protection and restoration • Coordinate with local governments and utilities to address potential sea level rise impacts on coastal wellfields
Why Success Indicator is important:	Regional Water Supply Plan updates completed in 2006 project that water needs in the District will increase by 861 million gallons per day (mgd) between 2005 and 2025. Updates to these plans are underway and will be completed in 2011 and 2012. The development of historically used fresh water sources has been maximized in many areas of the District such that most of the increase in needs will be met by alternative water supplies and water conservation.
Example:	<p>FY2009: 27 MGD of AWS capacity created. Brackish water/seawater capacity = 207 MGD. 29% (238 MGD) of wastewater reused.</p>
Target(s):	<p><i>Brackish Water/Seawater Capacity:</i> 236 mgd in 2011 District-wide: 490 MGD by 2015; 647 mgd by 2025 Kissimmee Basin: 22 MGD by 2015; 37 mgd by 2025 Lower West Coast: 168 MGD by 2015; 227 mgd by 2025 Upper East Coast: 85 MGD by 2015; 93 mgd by 2025 Lower East Coast: 215 MGD by 2015; 290 mgd by 2025</p> <p><i>Use of reclaimed water:</i> 29% of wastewater (236 mgd) reused in FY2011 (based on most current FDEP inventory). District Wide: 560 mgd (45% of wastewater) reused by 2025 Kissimmee Basin: 138 mgd (100% of wastewater) reused by 2025 Lower West Coast: 122 mgd (80% of wastewater) reused by 2025 Upper East Coast: 28 mgd (80% of wastewater) reused by 2025 Lower East Coast: 272 mgd (30% of wastewater) reused by 2025</p>
Target definition source:	Alternative Water Supply Funding Program; FDEP Annual Reuse Inventory; regional Water Supply Plan updates
Subject matter expert(s):	Mark Elsner, Natalie Schneider, Rick Nevulis

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Success Indicator:	15) Conservation levels achieved meet or exceed targets within adopted regional water supply plans
Definition:	An analysis that compares the conservation assumptions, projections, and analyses within the regional Water Supply Plans, with the conservation levels being achieved. Goals for water conservation are not contained in current regional water supply plans. Updates to these plans are underway and will be completed in 2011 and 2012. Methodologies for determining water savings as a result of conservation are currently being evaluated.
Data Source(s):	Pumpage reports; Comprehensive Water Conservation Program; Water Savings Incentive Program (WaterSIP) applications; regional Water Supply Plans
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually
Aligned Strategy:	<ul style="list-style-type: none"> • Create incentives for alternative water supply and water conservation • Develop and implement regional water supply plans in coordination with local governments.
Why Success Indicator is important:	Regional Water Supply Plan updates project that water needs in the District will increase by 861 million gallons per day (mgd) between 2005 and 2025. The development of historically used freshwater sources has been maximized in many areas of the District such that most of the increase in needs will be met through alternative water supplies and water conservation. Water conservation is generally the cheapest method to make water available for these new demands. District conservation efforts endeavor to create an enduring water conservation ethic that results in efficient use of water. This indicator seeks to verify that conservation levels identified in the regional Water Supply Plans are being achieved.
Example:	FY2009: 3.1 MGD of Conservation Savings.
Target(s):	Lower East Coast = 120 mgd by 2025 Lower West Coast = 23 mgd by 2025 Upper East Coast = 10 mgd by 2025 Kissimmee Basin = 24 mgd by 2025 District-wide = 177 mgd by 2025
Target definition source:	Adopted regional water supply plans
Subject matter expert(s):	Natalie Schneider, Cynthia Gefvert, Mark Elsner

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Success Indicator:	16) 90% of correspondence responded to and closed within 14 working days of receipt.
Definition:	Percentage of citizen correspondence forwarded to appropriate department for a response and closed within 14 working days of receipt
Data Source(s):	Remedy issues tracking software program used by the Ombuds and Open Government, which logs and tracks requests from the public.
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually, end of fiscal year
Aligned Strategy:	
Why Success Indicator is important:	<p>This success indicator is an important measure of the interactions the District has with members of the public, stakeholders, government agencies, and officials, and measures how effectively the District's Ombuds and Open Government responds to those constituencies' needs.</p> <p>Additionally, this success indicator is important given the Executive Orders issued by the Governor on open government and citizen service.</p> <p>The public's perception of the District and its responsiveness to the public is an essential measure of legitimacy and level of service provided.</p>
Example:	In FY2009, there were 182 Ombuds requests, and no less than 92.5% were assigned to the proper resource area coordinator for response and compilation of requested information and closed within 14 working days of receipt.
Target(s):	For FY2010 and beyond, the target is for the Ombuds and Open Government to review, assign and close at least 90 percent of citizen correspondence and public records requests within 14 working days of receipt.
Target definition source:	Executive Management Team
Subject matter expert(s):	Carolyn Williams

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Success Indicator:	17) 75% of public records requests reviewed assigned and closed within 14 working days of receipt.
Definition:	Percentage of citizen public records requests forwarded to appropriate department for a response and closed within 14 working days of receipt.
Data Source(s):	Remedy issues tracking software program used by the Ombuds and Open Government, which logs and tracks requests from the public.
Reporting Period:	Fiscal Year
Reporting Frequency:	Annually, end of fiscal year.
Aligned Strategy:	
Why Success Indicator is important:	<p>This success indicator is an important measure of the interactions the District has with members of the public, stakeholders, government agencies, and officials, and measures how effectively the District's Ombuds and Open Government responds to those constituencies' needs.</p> <p>Additionally, this success indicator is important given the Executive Orders issued by the Governor on open government and citizen service.</p> <p>The public's perception of the District and its responsiveness to the public is an essential measure of legitimacy and level of service provided.</p>
Example:	In FY2009, there were 729 public records requests, and no less than 66% were assigned to the proper resource area coordinator for response and compilation of requested information and closed within 14 working days of receipt.
Target(s):	For FY2010 and beyond, the target is for the Ombuds and Open Government to review, assign and close at least 75% of public records requests within 14 working days of receipt.
Target definition source:	Executive Management Team
Subject matter expert(s):	Carolyn Williams