



ANNUAL NEWSLETTER | FISCAL YEAR 2024 - 2025

Mid-Year Update

A message from the District General Manager...

I hope this message finds you in good health and spirits. It is with great pride that I present to you the latest edition of the District Newsletter. Our goal is to enhance transparency, as well as communication within the District, and we sincerely appreciate your time in reading it. Your feedback and suggestions for future issues are most welcome. Thank you, and enjoy the read!

Eric Steinlicht, General Manager



General Manager's Update

Over the last fiscal year, the District has made significant strides. We met unfulfilled compliance mandates, reduced liability, modernized our documentation and improved our technological infrastructure. By identifying both key threats and liability factors, we have further safeguarded our operations. We've engaged new professional firms, improved staff training, updated policies, and maintained key assets while ensuring uninterrupted District services. Additionally, the District has engaged in ongoing collaborative efforts with the Pauma Valley Country Club in order to enhance storm drainage maintenance efforts to better serve our wonderful community.

Finally, following the restructuring at the end of the joint services agreement with the local mutual water company, we continue to move forward and promote best management practices. Our strengthened team is positioned for yet another year of success and continuous improvement.



General Manager's Initiatives



Bringing us into the new fiscal year, there are several key District Initiatives your Community Services District aims to achieve.

These Initiatives include:

- Upgrading physical and digital security via modernized surveillance systems
- Enhancing digital efficiency & access, including a District Resident Service Request Application
- Proactively combat modern cyber threats
- New communication tools for Security teams
- Rehabilitating the wastewater treatment plant via cost effective & innovative tools
- Analyzing the effectiveness of the wastewater lift stations during wet weather events
- Rebuilding operating reserves
- Analyze storm drain assets and develop an essential maintenance plan
- Become an employer of choice, attract key talent and become a leader in the industry
- Develop a District Strategic Plan



Sanitation Division Recap

The Sanitation Division continues to excel despite aging infrastructure and significant wet weather events. Following the separation from the local water company and a reduction in utility staff, we have maintained high standards in operations and compliance. In fiscal year 2024, we engaged "Water Quality Specialists" (WQS), who exceeded environmental compliance benchmarks and continually demonstrate professionalism and competence. In addition, we are working in collaboration with Carollo, a professional engineering firm, to address long-standing process issues while improving essential services.

We have also welcomed Mr. Joe Clear as a new utility worker. Under the guidance of the General Manager and WQS Chief Plant Operator, Joe is diligently working towards multiple certifications. As we move forward, service will improve through the deployment of modern technological enhancements and the adherence to best management practices typical of public agencies.



▶ District leadership is committed to utilizing technology as a key resource. This focus will enhance efficiency, accuracy, and convenience, bringing modernization to the District. These advancements will drive success not only for the District but also for the residents we diligently serve. *Please be sure to visit the new and improved District website!* This upgraded website satisfies numerous state compliance and transparency requirements.



▶ Through technological advancements, we have achieved efficiency, compliance, modernized operations, reduced liability, enhanced staff training, and provided top-tier service for our community, reflecting our leadership's commitment to success.

CONCLUSION

Over the past fiscal year, the District has made significant strides by meeting compliance mandates, reducing liability, modernizing operations, and improving staff training. We have engaged new professional firms, maintained uninterrupted services, and continued to promote best management practices. As we move forward, our focus on modernized advancements will enhance not only District efficiency and security, but overall service quality. This will ensure the continual success and excellence of our great community!

"The Mission of the Pauma Valley Community Services District is to protect the public health and environment of its community by providing effective wastewater management and stormwater drainage control, life safety assistance, security services, and exceptional customer care."



NEW Website:
www.PaumaValleyCSD.ca.gov



Contact:
(760) 742 - 1909



Email:
CustomerService@PaumaValleyCSD.ca.gov

District Office Address:
33129 Cole Grade Road, Pauma Valley, CA 92061



Security Division Update

The Security Division has consistently gone above and beyond for the community. This includes conducting welfare checks and assisting with traffic control during events and road projects.

Security Patrol

- ✓ Prevented a potentially significant wildfire
- ✓ Rendered life safety services several times
- ✓ Responded to several suspicious events
- ✓ Followed up on several unsecure buildings
- ✓ Provided District welfare checks
- ✓ Maintained District Security
- ✓ Overachieved by rendering aid that went above & beyond required job duties

Security Gates

- ✓ Developed new training materials
- ✓ Followed up on concerns and complaints
- ✓ Maintained District Security
- ✓ Rendered resolutions to resident's requests that exceeded typical job functions