

UGRA Strategic Plan
Goals, Action Steps, and Necessary Tasks
(Amended January 2023)

Goal 1: Continue efficient management of UGRA

A. Maintain fiscal integrity

A-1. Continue use of Purchase Order Policy, Service Agreements, and Credit Card Policy

- Approved POs are required prior to every purchase (must be approved by General Manager or Assistant General Manager).
- Competitive price comparisons and signed service agreements are used for services as appropriate.
- UGRA’s credit card policy is enforced and monitored monthly.
- Outside bookkeeping checks and balances are provided through Seymour Business Services.
- UGRA financials are audited annually by an independent auditor and presented for Board approval.
- Laboratory Payment Policy and Customer Credit Agreement are in use which has led to the elimination of large write-offs for bad debt. During this reporting period, no receivables over 90 days exist.
- The board continues to annually review the UGRA Investment Policy per the Public Funds Investment Act.

A-2. Adopt and implement management recommendations included in 2022 Sunset Advisory Commission Staff Report

- Develop and maintain a complaints system and make information on complaint procedures available to the public: UGRA has maintained a system to track water quality complaints. The staff is in the process of developing a format to anonymously receive complaints regarding other aspects of UGRA operations and to track progress on how the complaints are addressed. These complaints will be reviewed annually by the Human Resources Committee. Information on this format will be available to the public.
- Improve contracting processes to ensure sufficient consistency and transparency: Staff has developed a format to document contractor performance, and it is currently in use. The staff is putting together a best practice for the contracting document that will outline the process to purchase goods or services at different cost levels. This procedure will be reviewed by the UGRA Board for inclusion in our Administrative Policies.
- Adopt a reserve fund balance policy: UGRA Board adopted the Fund Balance Policy in March 2023 which will be added to the Administrative Policies document during the next revision.

B. Develop upkeep and maintenance schedule

B-1. Survey and prioritize building needs

- Ongoing maintenance is considered during annual budget development. During this reporting period, the following building maintenance projects were completed: parking lot was seal coated and restriped, carpet and paint replaced in GM office, carpet repaired in other offices.

B-2. Dedicate portion of tenant revenue to building upkeep and maintenance

- Four offices are currently leased by: 1. US Congressman Chip Roy; 2. Headwaters Groundwater Conservation District; 3. Kerr Basin Paleozoic Groundwater Team; and 4. Kerrville Genealogical Society.

C. Optimize tenancy use

C-1. Advertise available rental facilities and vacancies

- The GBNRC is promoted as a meeting facility on the UGRA website.
- In addition to contracted tenants, the lecture hall and classroom were used 171 times (day use) during this time period. Of the 171 times used, 107 uses were paid uses, the remaining 64 were free. Use is up from last year, which had a total of 84 uses.

C-2. Investigate and implement potential facility upgrades to attract day use clients

- Building improvements are considered during annual budget development. During this reporting period, the following building improvement projects were completed: two smart TV displays were purchased, ramp was added to lecture hall.

Goal 2: Retain and develop quality staff

A. Offer competitive compensation packages

A-1. Develop salary and benefit ranges commensurate with positions

- This is an ongoing process involving annual review. No formal salary survey has been conducted, but data is collected from local and similar institutions during annual budget development.
- Note that three employees have served 15+ years, two employees have served 10+ years, and two employees have served 5+ years.
- The Human Resources Committee reviews salaries and benefits during annual budget development.

B. Provide continuing education opportunities

B-1. Budget for classes, seminars, and certification necessary for proper job performance

- The FY23 budget contains funding for continuing education for all staff except the part-time janitorial staff. During this reporting period, staff attended 58 training events (in person or online) on topics including: IT, human resources, insurance, payroll, Peachtree software updates, water pressure sensors, on-site sewage facilities, urban riparian areas, wastewater permitting, performance management, PFAs rules and testing, results interpretation, wastewater regulations, measurement uncertainty, risk of legionella, upcoming TCEQ changes, TCEQ drinking water problems, accounting and financing, retirement benefits, recruitment onboarding, data integrity, and cyber security.

B-2. Cross-train routinely to ensure continuous operation in event of absences

- Small staff size and specialties make this task a challenge, but to date all positions have been managed well during absences.
- Both the general chemistry analyst and the lab manager can run all chemistry and microbiology tests. The microbiologist analyst is learning to run general chemistry tests.
- During this reporting period, an administrative assistant position was added to provide support and redundancy for administrative tasks.

C. Provide employment structure

C-1. Provide orientation to new employees

- During this reporting period, an orientation schedule was developed and used during onboarding of the new Natural Resources Manager.

C-2. Routinely provide information to employees on new and existing policies and benefits

- All employees received and signed the Personnel Policy Manual upon hire.

D. Annual reviews

D-1. Annually prepare performance evaluation for employees or more frequently during first year of employment

- During the first year of hire, all employees receive a 90-day evaluation and a 180-day evaluation. Thereafter, all employees receive an annual evaluation. During this reporting period, evaluations were completed on schedule.

E. Proper staff alignment

E-1. Annually review staffing needs and task requirements

- UGRA staffing needs are discussed annually with the Human Resources Committee during annual budget development.
- During this reporting period, two new employees were hired to fill vacancies.

Goal 3: Preserve the health of the Guadalupe River watershed in Kerr County

A. Promote beneficial land stewardship practices

A-1. Share information through seminars, workshops, and presentations

- During this reporting period, beneficial land stewardship practices were discussed during numerous presentations given by UGRA staff. Special community events highlighting stewardship practices included the *Deep in the Heart* film screening and community Q&A session moderated by UGRA staff and the 4-H Texas Water Ambassadors field trip.
- See also Goal 4 Section B-2.

A-2. Demonstrate beneficial watershed stewardship practices

- During this reporting period, no new demonstration projects were initiated.
- The UGRA EduScape and the Dietert Center slope restoration projects continue to demonstrate beneficial watershed stewardship practices.

A-3. Acquire parkland for the purpose of demonstrating beneficial watershed stewardship practices and educating the public about our watershed, stewardship, and water resource issues

- The Fund Balance Policy approved by the Board in March 2023 includes an assigned fund balance for real property acquisition.
- During this reporting period, no parkland purchases were made.

B. Participate in the Guadalupe-Blanco River Trust

B-1. Partner with the Guadalupe-Blanco River Trust to host events and workshops

- Current Board members serve as GBRT Trustee and makes regular reports to UGRA Board. An additional Board Member also serves as an alternate representative to GBRT. UGRA contributes \$5,000 annually to GBRT for their support of conservation in the upper Guadalupe River watershed.

B-2. Provide information about the Guadalupe-Blanco River Trust to interested members of the public.

- Links to the GBRT website are maintained on the UGRA website. Brochures from the Texas Land Trusts Council are available in the UGRA lobby and at UGRA information booth events.

C. Preempt potential pollution problems

C-1. Monitor, notify, and communicate issues with the potential to cause water quality problems.

- Results of UGRA water quality monitoring programs are compared to state standards for water quality or internally developed benchmarks for parameters that do not have state standards.

C-2. Implement programs to reduce pollution.

- During this reporting period, the following programs to reduce pollution continued:
 - Routine crossings clean ups were conducted at 14 crossings as scheduled. 50 clean ups were conducted.
 - Summer litter patrol continued in partnership with Kerr County. Three licensed peace officers spent 126 hours visiting Hunt Crossing, Ingram Dam, and Brinks Crossing.
 - Mesh waterway cleanup bags were stocked year-round in the dispenser at Ingram dam. An estimated 462 bags were used. UGRA staff refills the dispenser on a routine basis.

D. Initiate and/or support legislation to protect water quality

D-1. Stay abreast of legislative issues and communicate with legislators

- UGRA monitors legislative efforts through the Texas Water Conservation Association's legislative service and participates in TWCA's managers meetings and other events.
- During this reporting period, UGRA was in contact with the offices of Representative Andy Murr and Senator Pete Flores as legislation incorporating recommendations to UGRA following Sunset review were considered. Staff were also in contact with the offices of Representative Clardy and Senator Johnson due to their sponsorship of the bills (HB 1555, SB 2578).
- During this reporting period, staff met with the Kerrville Area Chamber of Commerce Government Affairs committee to brief them on water issues relevant to the 88th Legislative Session in preparation for their annual Legislative Days.

E. Encourage water conservation in the community

E-1. Continue programs to support rainwater harvesting

- UGRA's Rainwater Catchment Rebate Program was initiated in 2011. During this reporting period, 39 rebates were issued totaling \$9,055.42.
- UGRA's Large Rainwater System Incentive Program was initiated In FY18. During this reporting period, the program was discontinued and incentive for large rainwater systems was transitioned to the new Rainwater System Grant Program. To date, no applications for the new program have been received, but staff has spoken with entities who are interested in applying.

F. Implement water enhancement programs

F-1. Construct and monitor water and sediment control basins

- Nine water and sediment control basins have been completed to date.

F-2. Continue Water Enhancement Cost Share Program

- UGRA's Water Enhancement Cost Share Program was initiated in 2010. During this reporting period, UGRA processed 16 applications and reimbursed landowners \$64,313.75 for brush management activities on 1,105 acres.

F-3. Promote best practices for brush management

- UGRA's website contains resources on brush management practices.
- The topic of brush management is often highlighted during presentations about land stewardship practices. See also Goal 3 Section A-1 and Goal 4 Section B-2.

F-4. Monitor effectiveness of water enhancement programs

- Water level sensors have been installed on nine water and sediment control basin structures to monitor changes in the volume of water impounded by the structures. Rainfall sensors are also in place at eight of the structures.
- Structures are inspected annually, and maintenance concerns are reported to the landowner.
- During the reporting period, a basin performance summary was not presented to the UGRA board due to lack of high-water events.

G. Collaborate with partners to address concerns for healthy river habitats

G-1. Work with Texas Parks and Wildlife Department to implement the Healthy Creeks Initiative in Kerr County

- In FY18, UGRA began a partnership with Texas Parks and Wildlife Department to provide no cost management of *Arundo donax* to Kerr County landowners through the Healthy Creeks Initiative. During this reporting period, 105 out of the 126 Kerr County parcels enrolled in the program were surveyed by UGRA staff (total of 11 acres surveyed). A much smaller percentage of parcels were treated by TPWD contractors than during previous years. This was due to the many challenges faced by the program over the course of the 2022 season. The 2023 season will begin in June 2023.

G-2. Participate in regional efforts to address concerns for freshwater mussels and other endangered species.

- UGRA staff participated as a stakeholder in the process to develop a Conservation Plan for Freshwater Mussels in the Guadalupe River. The plan is being developed by the Texas Parks and Wildlife Department with participation from US Fish and Wildlife Service, US Geological Survey, UGRA, and GBRA. TPWD has not reported any project updates since September 2019.
- The UGRA Board HCP Ad Hoc Committee continues to coordinate between the Guadalupe-Blanco River Authority and local entities and landowners to facilitate participation in GBRA's Habitat Conservation Plan.

- In 2022, UGRA began investigating the concept of using Permit 5394D as a potential mitigation strategy in a Habitat Conservation Plan for endangered species.

G-3. Promote management of feral hogs

- In FY18, UGRA partnered with Kerr County to initiate a feral hog tail bounty in the Guadalupe River watershed in Kerr County. During this reporting period, 1,983 tails have been reported to the bounty program and \$23,796 have been issued in bounty payments (combination of UGRA and Kerr County funds).

G-4. Monitor invasive species

- In FY16, UGRA installed three Zebra Mussel Traps at lakes in the county that are checked quarterly. UGRA also worked with the City of Kerrville to install three additional traps in Nimitz Lake that their staff checks quarterly.
- During presentations about landowner stewardship and riparian areas, the topic of invasive species management of Ligustrum and Chinaberry is often covered. See also Goal 3 Section A-1 and Goal 4 Section B-2.

H. Document changes in the watershed over time

H-1. Annually complete the river corridor flyover video

- Since 2009, UGRA has worked with a local videographer to produce a river corridor video annually. During this reporting period, the corridor was filmed in January 2023 and the 2011 - 2023 footage can be viewed on the UGRA web page. UGRA uses the footage as a resource to identify land use changes and assist with water quality investigations.

H-2. Routinely summarize water quality metrics

- Results of UGRA water quality monitoring programs are compared to state standards for water quality or internally developed benchmarks for parameters that do not have state standards.

I. Implement activities outlined in Bacteria Reduction Plan for the Upper Guadalupe River

I-1. Continue education programs promoting awareness of potential sources of fecal bacteria pollution (i.e., stormwater runoff, waterfowl, roosting birds, pet waste, OSSFs)

- Awareness of potential pollution sources continues to be included in nearly all UGRA presentations. Public service announcements on these topics are currently airing on four local radio stations.

I-2. Continue monitoring bird deterrent structure installed on SH 16 Bridge

- Inspection of the bird deterrent structure is conducted during the monthly animal recreators surveys or more frequently if needed.
- During this reporting period, staff identified a hole in the bird netting and partnered with the City of Kerrville to repair the hole prior to the return of migratory species.

- I-3. Continue routine animal and recreators surveys
 - Surveys continue to be conducted once per month.
- I-4. Continue to partner with Kerr County Environmental Health Department to disseminate information for homeowners with OSSFs
 - The materials for homeowners with OSSFs continue to be made available to the public through UGRA and Kerr County Environmental Health Department.
- I-5. Continue to partner with local agencies to manage non-native waterfowl populations in riverside areas
 - During this reporting period, staff coordinated a meeting with local agencies to share current waterfowl numbers and trends and to brainstorm possible solutions.
 - UGRA designed and purchased signs discouraging the feeding of waterfowl and distributes them as requested.
- I-6. Continue to assist local entities with supplies for existing pet waste stations and evaluate need for additional stations
 - A total of 42 pet waste stations have been purchased or facilitated by UGRA and are in use in Kerr County. UGRA continues to purchase refill pet waste station supplies for Kerr County and replacement signs, and trash cans as needed. The City of Kerrville purchases their own refill supplies.

J. Promote use of nature-based infrastructure strategies to reduce stormwater runoff

- J-1. Administer incentive program to support use of nature-based infrastructure strategies
 - During this reporting period, the Water Resources Preservation Grant Program was developed. Advertising for the program is ongoing. To date, no applications for the new program have been received but staff have spoken with entities who are interested in applying.
- J-2. Build pilot projects that demonstrate nature-based infrastructure strategies
 - The UGRA EduScape constructed in 2018 continues to demonstrate nature-based infrastructure strategies.
 - During this reporting period, no additional pilot projects were constructed.
- J-3. Provide guidance on design, construction, operation, and maintenance of nature-based infrastructure practices
 - The Water Resources Preservation Grant Program guidelines include technical design guidance, example designs, and general maintenance requirements. All program documents are available on the UGRA website.
- J-4. Educate local design professionals on low impact development practices like nature-based infrastructure
 - During this reporting period, staff spoke individually with design professionals about the practices, but no formal training was held.

Goal 4: Raise public awareness of the UGRA mission, the importance of the Upper Guadalupe River and the need for conservation.

A. Continue “Let’s Keep Our River Clean” Campaign

A-1. Promote concept through radio PSAs, newspaper, promotional items, presentations

- The slogan is currently included in all UGRA press releases, the monthly Currents article, the UGRA website, all UGRA brochures, and radio and TV ads.
- The slogan is printed on bumper stickers, water bottles, rain gauges, mini notebooks, first aid kits, reusable shopping bags, dry bags, shower timers, and pet waste bags used as promotional giveaways at special events.
- The slogan promoting the concept was printed on 545 River Clean Up t-shirts in 2022.
- The concept was promoted in regularly airing public service announcements on FM 92.3, FM 96.5, 99.1 FM, 103.7 FM, FM 104.9, FM 106.1, 94.3 FM, and Texas Public Radio.

B. Facilitate the understanding of water issues, including water conservation, and water quality, and programs relevant to Kerr County

B-1. Provide information resources to the public

- UGRA produces a column titled “Currents” which is published routinely in the Hill Country Community Journal, the Kerrville Daily Times, and in the West Kerr Current. The articles focus on relevant water quality and stewardship topics.
- UGRA staff have developed and produced brochures which are provided to the public.
- UGRA staff also make available to the public over 15 pieces of literature produced by other agencies. Info is placed in the GBNRC lobby and distributed at events as appropriate.
- UGRA’s webpage is routinely updated to facilitate ease of use, encourage visitation, and enhance information dissemination. Routine updates include press releases, Currents articles, and all PWPG documents. During this reporting period, the Education Center on the website was updated to better showcase resources and now includes a regularly updated blog.
- In FY23 a social media campaign was launched through Facebook and Instagram to further water resource education messaging and event announcements. During this reporting period 12 posts were made, and the combined accounts have approximately 260 followers.

B-2. Disseminate information to public via media and personal presentations at least once per month

- For this reporting period, staff made 53 in person and virtual presentations, reaching 2,510 people ranging in age from school-age children to adults.

- UGRA held an information booth at 5 events and spoke with 183 people.
- During this reporting period, 12 press releases were distributed to the local newspapers.
- Radio ads are featured on the Rev 94.3 FM, Mike FM 99.1, 103.7 The Buck, and 104.9 Encore stations. Starting in FY23, ads with the Ranch Radio Group were replaced with live interviews on the Ranch 92.3, The Fox 96.5, the Patriot 104.3 FM, and the River 106.1. During this reporting period, staff also began live interviews with JAM Broadcasting stations. Daily water conservation tips are featured on Texas Public Radio.
- A weekly ad, “UGRA Weekly News,” is printed in the Kerrville Daily Times, Hill Country Community Journal, and West Kerr Current.
- Monthly display ads appeared in the Hill Country Culture magazine starting in October 2021.
- UGRA staff also regularly contribute to articles with a focus on water issues produced by newspaper staff. During this reporting period, UGRA was mentioned or featured in 25 articles apart from UGRA sponsored articles.
- Summer Swimability Study is conducted from Memorial Day to Labor Day with 21 sites tested weekly for bacteria. Results are posted on the UGRA website and provided via telephone to interested members of the public. In FY22, staff enhanced an interactive map displaying the location of the swimability sites, low water crossings, local streams, and watersheds. To date, the map has been viewed over 46,000 times.
- The UGRA EduScape continues to be utilized for self-guided and group tours. During the reporting period, UGRA staff led two in-person tours. Under contract with UGRA, Riverside Nature Center led four in person tours of the EduScape for a total of 116 people. The tours were preceded by a lecture on a topic relevant to the EduScape (i.e., watershed protection and native grasses). The Hill Country Master Naturalists continue to maintain the pollinator garden portion of the EduScape.

B-3. [Work with volunteers in the community to monitor water quality](#)

- UGRA’s Volunteer Summer Study program had 30 participants in 2022 and they collected 342 samples at 42 locations. The program is scheduled to resume in June 2023.

B-4. [Provide opportunities for students to gain hands-on experience](#)

- During this reporting period, UGRA did not host any students during the annual Schreiner University job shadow day program.
- Two Schreiner University interns completed a combined 186 hours by assisting the UGRA Natural Resources and Environmental Laboratory staff. One Schreiner University intern completed 25 internship hours by assisting the UGRA Environmental Lab with routine tasks and by completing a study on lab sterility.

B-5. Participate in relevant activities organized by other agencies and organizations

- UGRA participated in various public school and community activities including B.T. Wilson Outdoor Education Camp, Tom Daniels' STEM Expo, Ingram Elementary Science Alive, UGRA 2nd Grade Science Day at Riverside Nature Center, City of Kerrville River Festival, Ingram Elementary Earth Day, and Riverside Nature Center Sprouts.
- UGRA works with other local and state agencies in reporting and investigating complaints (also noted in 6.2.1.).
- UGRA's Annual River Clean Up involves the participation of and coordination with the City of Kerrville, Kerr County, Keep Texas Beautiful, Boy Scouts of America, Texas Parks and Wildlife Department, Riverside Nature Center, and various other local participants.
- UGRA currently serves as the political entity that administers contracts for the Plateau Water Planning Group. UGRA staff time is used in administering the contracts and funding, maintaining the PWPG website, and providing technical support during the meetings in lieu of cash to support the administration of the PWPG.
- UGRA staff serves the community through affiliation with the following organizations or committees: Plateau Water Planning Group Board, Guadalupe Basin Regional Flood Planning Group, City of Kerrville Code Review Committee, Kerr County Aggregate Production Operations Advisory Council, Interregional Planning Council for the Texas Water Development Board, Kerr County Women's Chamber, Riverside Nature Center, Texas Master Naturalists, and Texas Lions Camp.
- Staff provide supplies to community groups conducting roadside clean ups as requested. During this reporting period four additional groups requested clean up supplies and conducted a total of 6 clean ups with 58 participants.

B-6. Collaborate with other agencies and organizations to extend outreach

- UGRA and TPWD joined the producer of *Deep in the Heart*, the Texas wildlife film, to host a local screening of the film and conduct a question-and-answer session after the film.
- UGRA partnered with the Riverside Nature Center on many outreach programs throughout the year, including the assistance that RNC provided when UGRA hosted the Texas 4-H Water Ambassadors.
- UGRA worked with Schreiner University during their TexS Talks series with UGRA General Manager moderating a session on drought impacts to the Hill Country.

B-7. Continue Annual River Clean Up event

- UGRA's 2022 Annual River Clean Up was held on July 23rd resulting in 6,125 pounds of trash removed from the river and garnering participation from 403 volunteers. The On Your Own River Clean Up was conducted again this year

from September to October, 137 volunteers conducted cleanups at 15 locations.

- The 2023 clean up is scheduled for 7/22/23 with the option to also conduct an on your own cleanup during September and October 2023.

B-8. Develop and distribute UGRA Year in Review publication annually to include UGRA activities and priority educational topics

- UGRA developed and published a 6-page Year in Review publication in February 2023. Approximately 11,650 copies were distributed via inserts in the local newspapers. Additional copies (approximately 1,350) are distributed at outreach events throughout the year.

B-9. Relay a call to action to the community to prompt engagement in addressing water resource issues

- During this reporting period, UGRA distributed a letter to streamside landowners encouraging them to practice water conservation during the unprecedented drought.

C. Evaluate and refine outreach and education approach at end of year

C-1. Measure effectiveness of action steps by number of persons reached and feedback from participants

- UGRA staff record the number of participants reached by all UGRA presentations (also noted in 1.3.1).
- UGRA utilized responses by River Clean Up participants to an online survey to modify the format of the cleanup.
- UGRA also utilized an online survey to modify the Volunteer Summer Study.
- UGRA initiated a survey for participants of EduScape tours to provide feedback on their impression of the tour and their likelihood of implementing the practices demonstrated. Riverside Nature Center received 15 responses after their EduScape Talk & Tour series and summarized the responses in their annual Water Resources Education Report. Respondents generally rated the tours as very good to excellent and the majority said they were considering implementing the practices found in the EduScape.

Goal 5: Build scientific knowledge base for springflow, river flow and water quality

A. Monitor spring flow

A-1. Continue springflow measurement program

- Starting in 2008, UGRA contracted with USGS to measure flow at 5 locations to estimate the impact of springs and spring groups to the flow of the Guadalupe River. UGRA staff expertise and equipment is currently at a level that this task can be done in-house. UGRA staff took over the data collection for this program in October 2017 and it has continued without interruption since. The funds to USGS for this program were reallocated to install a high intensity rain gage at the Hunt streamflow monitoring station.

B. Monitor surface water flow

B-1. Continue streamflow gaging station program with the United States Geological Survey

- UGRA contracts annually with USGS to fund the operation of three streamflow gauges in Kerr County. The City of Kerrville shares the costs for two gauges.
- UGRA takes streamflow measurements at 14-18 sites to support data collection for the Clean Rivers Program and County Wide Goal Based Monitoring Program.

C. Monitor and evaluate water quality

C-1. Continue participation in the Texas Clean Rivers Program (CRP)

- UGRA is in the second year of a 2-year subcontract with GBRA for CRP. UGRA participated in all CRP conference calls and meetings. UGRA contributed information to the annual CRP Basin Highlights report. UGRA conducts water quality sampling and testing for the Clean Rivers Program which also includes sampling locations previously covered under the Bacteria Reduction Plan.

C-2. Conduct routine water quality monitoring of tributaries and the mainstem Guadalupe River through the County Wide Goal Based Monitoring Program

- Monitoring plan has been implemented. The results are compared to state standards for water quality or internally developed benchmarks for parameters that do not have state standards.

C-3. Conduct the Summer Swimability Program to evaluate swimming holes throughout Kerr County

- UGRA conducts water quality sampling and testing for the summer swimability program.

C-4. Continue monitoring of previously impaired areas

- Sites previously monitored under the Bacteria Reduction Plan grant were moved to the Clean Rivers Program contract starting in FY15. The sites in the previously impaired area continue to be monitored monthly.

- Promoting green infrastructure is a management measure included in the Bacteria Reduction Plan for the Upper Guadalupe River. During this reporting period, the Water Resources Preservation Grant Program was launched with supporting documentation on the website. To date, no applications for the new program have been received but staff have spoken with entities who are interested in applying.

D. Respond to complaints concerning surface water quality

D-1. Promptly investigate spills, pollution reports and other water quality complaints

- During the reporting period, staff investigated 20 complaints involving numerous field visits for data collection. Of those 20 complaints, 16 of the investigations involved coordination with other entities to resolve the concern.
- Staff tested lead and arsenic in water and soil samples at the Hill County Shooting Sports Center at least annually from 2005 - 2020. Since no concerns were ever identified, testing frequency has been revised to once every 5 years with the next sampling event to occur in 2025.

D-2. Supply appropriate spill equipment to volunteer fire departments or other agencies

- UGRA continues to maintain spill containment supplies and will purchase them for any interested local entities. During this reporting period, spill containment supplies were distributed to the Mountain Home Volunteer Fire Department. Kerr County's Environmental Health Department used some of their supplies provided by UGRA when responding to a wreck and oil spill in Turtle Creek.

Goal 6: Evaluate and implement resources for flooding in the Guadalupe River watershed

A. Share flood awareness resources with the community

A-1. Utilize UGRA's "Be Flood Aware" video

- The video is displayed on a kiosk in the GBNRC lobby for visitors to view and is provided as an educational resource on the UGRA website.
- UGRA staff show the video during presentations with information about flooding and it is recommended in outreach materials like the weekly news ads and social media posts.
- To date, the video has over 10,900 views.

A-2. Promote resources developed by other partners

- Information about flood safety is included in the Education Center of the website and resources like CodeRED by Kerr County are offered during presentations including flood topics.

B. Enhance Kerr County flood warning resources

B-1. Fund GBRA rainfall network in Kerr County

- The FY23 budget continues UGRA financial support of the maintenance of a rainfall gage network owned by GBRA in Kerr County. Data from the rainfall gage network is accessible through UGRA's website.

B-2. Work with local partners to develop Kerr County flood warning system

- In January 2017, UGRA partnered with Kerr County in a FEMA flood warning implementation grant request for \$980,000. The project was not selected for funding and most of the funds went to communities impacted by Hurricane Harvey.
- In FY18 the USGS installed a high intensity precipitation gage at the streamflow site on the Guadalupe in Hunt included in the agreement with UGRA.

C. Participate in regional flood planning efforts

C-1. Contribute to Guadalupe Regional Flood Planning Group

- UGRA's General Manager represents River Authorities as a voting member of the Guadalupe Regional Flood Planning Group. During this reporting period, the group submitted their first regional flood plan to the Texas Water Development Board.

Goal 7: Provide environmental laboratory service to internal and external customers

A. Maintain accreditation through the National Environmental Laboratory Accreditation Program (NELAP) as implemented by The NELAC Institute (TNI) and the Texas Commission on Environmental Quality (TCEQ)

A-1. Pass biannual NELAP audits and address any identified deficiencies

- A third-party contractor assessed the lab in April 2022. We implemented all responses to close out the audit. This includes Corrective Actions and Preventative Actions to address any noted deficiencies.

A-2. Perform two rounds of proficiency testing annually in general chemistry and microbiology

- All PT tests are current per NELAP requirements. We have now completed 13 years of microbiology and general chemistry testing with a 96% or greater success rate for each study. We are still in the process of reinstating our accreditation for Nitrate in drinking water. We have submitted our application and are waiting for TCEQ to review it.

A-3. Maintain laboratory documents in compliance with the current TNI Standard (i.e., standard operating procedures, quality manual)

- SOPs are utilized for all certified tests. SOPs are updated for clarity or as regulations change. The Quality Manual is reviewed annually and updated as needed.

B. Maintain superior customer service

B-1. Work with local Texas Water Utilities Association (TWUA) to offer continuing education classes

- Staff did not have an opportunity to present at a Hill Country Chapter TWUA meeting during this reporting period.

B-2. Assist customers to comply with testing requirements of third-party agencies (i.e., DSHS, TCEQ, lenders)

- UGRA maintains good relations with our customers by providing timely and high-quality service and providing answers to numerous inquiries and questions. We attach a survey to each report email to request feedback from customers and to give us the opportunity to improve our service.
- UGRA staff works with our customers to ensure their testing meets the requirements of third-party agencies. This often involves developing individual pricing quotes and researching appropriate subcontractors for testing that is not conducted at the UGRA Lab.

C. Maintain competitive fee schedule

C-1. Routinely evaluate fee schedule

- Lab testing fees for several in-house analyses were increased for FY23 due to increases in supply costs. Subcontract testing fees were raised in FY22 as subcontracted labs increased their prices.

C-2. Survey other area labs and adjust UGRA lab fees as appropriate

- The survey was completed as part of the process to determine a new fee schedule for FY23. Our prices are not the lowest in the area, but we have not lost customers due to recent price increases. In fact, private customer sampling has increased due to an increase in real estate transactions and drilling of new wells for both private and public use.

D. Maintain capital equipment

D-1. Maintain inventory and replacement schedule to consider in annual budget preparation

- Capacity and condition of equipment has been evaluated to determine the necessity for replacement. Needed replacements are considered during the development of the annual budget. No capital equipment purchases were made during the reporting period.
- The Fund Balance Policy approved by the board in March 2023 includes an assigned fund balance for Laboratory capital improvements.

E. Reduce cost of analyses

E-1. Purchase and/or upgrade lab equipment which will create a positive cost/benefit ratio by reducing personnel time needed per test

- Equipment is upgraded as needed in order to extend capacity or replace aging/failing equipment.

E-2. Aggressively seek competitive vendors for best lab supply prices

- Multiple quotes are sought, and items purchased in bulk to minimize costs.
- Suppliers used are annually reviewed and approved.

F. Compare actual laboratory performance versus targeted goals

F-1. Prepare routine reports evaluating actual number of tests and generated revenue compared to targeted test and revenue goals necessary to meet budget target

- Test and revenue reports are generated for each UGRA Board Meeting and included in the Lab Manager staff report. These include a comparison of monthly revenue to target revenue and frequency of most common tests. Current FY23 total revenue is similar to this time last year. Since the beginning of FY23, Standard Water Quality Package testing has risen slightly due to HGCD requiring all permit applicants to complete the testing as part of the permit process. Overall, in 2022, the number of analytes tested decreased slightly from the previous year.

G. Modify laboratory business plan as needed

G-1. Examine cost/benefits of running certain tests

- Cost/benefit analysis was completed for primary tests as part of approved fee adjustment in 2023.
- Batching procedure for hardness and iron testing included in Standard Water Quality package has been working well to save both time and money.
- UGRA currently subcontracts wastewater Ammonia due to the large increase in the test being requested and the staff time required to perform the analysis. The lab still maintains accreditation for Ammonia and runs the test quarterly for the Natural Resources Department.

G-2. Determine which analyses can be expanded with current staff

- Current lab staffing is adequate for currently ordered tests, but expansion to new tests would require additional staff.
- We determined that the expansion of presence/absence test for bacteria is likely limited by available customers and not by lab capabilities. We experienced an increase in requests for P/A analysis when the Kendall County WCID lab discontinued service in 2018. The demand has since plateaued.

G-3. Survey market to determine practicality of expanding analyses

- We were able to start accepting samples for Lead and Copper Rule testing in FY16 and Water Quality Parameters in FY19 due to a change in drinking water monitoring regulation. Even though the testing is subcontracted to another lab, we assist our customers by providing bottles and instructions and by shipping the samples. Staff have been trained on the sample acceptance requirements for these tests to better assist our customers. Our subcontract fee covers UGRA staff costs for shipping and handling the samples and our customers are happy to have a local lab who can facilitate this complicated testing process for them.

G-4. Develop profitability plan

- Lab staff has minimized costs and retains customers by providing excellent customer service.
- Over the last five fiscal years, lab profitability has improved.

H. Provide for redundancy in staffing

H-1. Ensure lab maintains technical managers and deputy technical managers for chemistry and microbiology for continued operations per TNI Standard

- TCEQ recognized Nicole Shepherd as lead technical manager for chemistry and microbiology and Tara Bushnoe as deputy technical manager for microbiology. Ben Braeutigam has been recognized as a deputy technical manager in microbiology and chemistry. Reagan Boles needs to have 2 years of experience before he can be recognized as a technical manager, as per the NELAC Standard.

H-2. Maintain cross training in laboratory testing and operational tasks

- Laboratory staff are being trained in quality control and management duties. The general chemistry analyst has been trained in all microbiology testing. The microbiology analyst has begun cross-training in the chemistry lab.