



**USD** TREAT  
PROTECT  
PRESERVE  
est. 1918  
TRI-CITY WASTEWATER

# FY25 Strategic Performance Report

July 1, 2024 to June 30, 2025



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## A Message From The General Manager

Over the past year, Union Sanitary District has continued driving toward its mission of reliable service, strong infrastructure, and sustainable growth. Focus remains squarely on advancing critical projects while keeping public safety and community trust at the core.

The District has made meaningful headway on the Enhanced Treatment and Site Upgrade (ETSU) project. Once completed, USD will stand among the region's few early adopters in nutrient removal which is a major step forward for water quality and regulatory compliance. The team's hard work in securing funding has allowed the District to keep projects moving forward while minimizing costs for its customers.

Following the completion of the Alvarado Basin Capacity and Condition Assessment, the District has begun planning and implementing system improvements that will enhance capacity, reliability, and long-term performance for its growing communities.

This year, USD once again earned the Peak Performance Platinum Award from the National Association of Clean Water Agencies. This recognition underscores USD's consistency in excellence and environmental stewardship.

As we look toward the next year, the path is clear: maintain priority momentum, invest smartly in infrastructure, and rely on the District's dedicated staff to deliver excellence. Your ongoing support is appreciated as the District continues to build a strong and sustainable future.



**Paul R. Eldredge, P.E.**  
**General Manager**  
Union Sanitary District



*Preventative Maintenance: Cogen*



*Plant Project: Aeration Basin Construction*

## About Union Sanitary District

Union Sanitary District operates a 33-acre wastewater treatment facility in Union City and provides collection, treatment, and disposal services for the cities of Fremont, Newark, and Union City, California.

**107  
Years**

Founded May 27, 1918

**60.2  
Sq Miles**

Service area: Fremont,  
Newark, and Union City

**348,162**

Population served

**839  
Miles**

Underground pipelines

**23.9  
Million**

Gallons of wastewater  
are treated each day

**149**

USD employees in 5  
workgroups

## Board of Directors



**Anjali Lathi**, Fremont



**Manny Fernandez**, Union City



**Pat Kite**, Newark



**Jennifer Toy**, Fremont



**Marty Kludjian**, Fremont

Union Sanitary District is an independent enterprise special district governed by an elected five-member Board of Directors. Day-to-day operations are managed by the Executive Team, consisting of the General Manager and five Workgroup Managers.

## Executive Team



**Paul Eldredge**  
General Manager, P.E.



**Jose Rodrigues**  
Collection Services



**Ed Tatola**  
Fabrication, Maintenance, and  
Construction



**Raymond Chau**  
Technical Services



**Mark Carlson**  
Business Services



**Armando Lopez**  
Treatment and Disposal

..... **Union Sanitary District** .....

# Mission & Vision

.....

To safely and responsibly collect and treat wastewater, and to recover resources from process waste streams, while protecting human health and improving the environment in a way that benefits the Tri-Cities and all USD stakeholders.

How we continue to accomplish our Vision:

### **Commitment to Safety:**

- Continually reviewing our safety program for opportunities to improve
- Focusing on protecting employees and the community in all our activities
- Allocating resources to ensure safe operations (equipment, training, staff)
- Collaboratively promoting a safe work environment

### **Responsibility:**

- Being accountable for our actions and decisions
- Being fiscally prudent
- Maintaining and upgrading infrastructure
- Anticipating and meeting future District and stakeholder needs
- Compliance with laws and regulations (local, state, federal)
- Effective asset management
- Effective use of technology
- Looking for innovative ways to reduce or reuse our waste streams

### **Collect, treat, and recover/reuse wastewater:**

- Providing capacity in the collection system and plant
- Regulating connections
- Increasing efforts for resource recovery (biogas, biosolids, etc.)
- Exploring ways to maximize water reclamation and reuse potential

### **Human health and environmental stewardship:**

- Preventing sewer spills and back-ups
- Limiting health risks through treatment of wastewater
- Responding to emergencies
- Enhancing water quality in the San Francisco Bay estuary
- Meeting or exceeding all water and air quality standards
- Promoting pollution prevention and pretreatment through outreach and educational programs
- Maximizing use of green energy sources when feasible
- Working towards energy neutrality



# Strategic Objectives

## CUSTOMER

### **Stewardship**

Demonstrate responsible stewardship of District assets and the environment

### **Services**

Provide reliable high-quality service

### **Emergencies**

Be prepared for emergencies

## FINANCE

### **Fiscal Responsibility**

Ensure funding for critical programs and projects, while maintaining comparable rates  
Accurately project and control costs

## INTERNAL PROCESS

### **Environmental Protection**

Implement projects and programs that benefit the environment. Ensure our ability to meet current and future regulations

### **Efficiency**

Optimize processes; use technology and resources effectively

### **Planning**

Plan for long-term financial, project, and staffing need

### **Asset Management**

Manage and maintain assets and infrastructure

## EMPLOYEE GROWTH AND DEVELOPMENT

### **Employees**

Maintain a highly competent, flexible workforce

### **Safety**

Work safely to reduce accidents and injuries

### **Culture**

Foster a collaborative Employee-Management relationship that encourages teamwork, new ideas, and continuous improvement

# Operational Excellence Measures



- # of All Outreach Activities/Events Completed; including areas of: Community Events / Online Outreach, Business, Schools, Civic
- % of service calls responded to within 1 hour
- Average time to customer contact
- Initial response time to contact USD website inquiries (% within 3 business days)
- Average Response time of contact USD website inquiries (in days)
- # of adverse impacts on customers that were caused by USD (non-SSO)
- # of Emergency Preparedness Activities/Events Completed; including areas of: Drills, Training/Exercises (or Communication), Documents Updated



- Residential Sewer Service Charge (SSC) compared to other local agencies
- \$ amount of current Union Sanitary District SSC, including the Regional and National Averages
- Total Service Population Change
- Total Parcels Served
- Debt Coverage Ratio
- PERS Funding Level and OPEB Funding Level
- % of Budgeted Operating Expenditures, Overtime Used, and Special Projects Expenditures
- Chemical Usage: Ferrous Chloride, Hydrogen Peroxide, Hypochlorite, Polymer (Gravity Belt Thickener), and Polymer (Dewatering)
- Energy Produced from Cogeneration and Solar
- Total Electrical Usage
- Plant Daily Flow (Average)
- Influent and Effluent Total Suspended Solids
- % Removal of Total Suspended Solids

# Operational Excellence Measures (con't)



- % of Preventative and Proactive Maintenance Workorders Completed
- Total # of Urgent Responses (Plant and Field)
- % of Collection System Cleaned per Plan
- % asset renewal/year: Plant
- % asset renewal/year: Collection System
- # of Category 1/2/3/4 Sewer Service Overflows
- Settleability Performance: Sludge Volume Index (SVI)
- Number of Days SVI Outside of Range
- District-wide Critical Projects on schedule
- # of hours project points expended on District projects
- # of projects that improve efficiency



- Employee Turnover Rate - Total and Non-retirement
- % of employees completing training beyond District scheduled
- Average training hours per full-time employee (per Workgroup)
- % of employees participating in committees and/or taskforces (excludes management)
- # District-wide Employee Engagement Activities Completed (survey, training, events)

# Balanced Scorecard: Operational Excellence Summary

## Customer Objectives

Measures	Target	FY25 Actuals
# of Outreach Activities/Events Completed	94	194
Community Events/ Online Outreach:	53	97
Business	5	5
Schools	35	90
Civic	5	2
% of service calls responded to within 1 hour	≥95%	100%
Average time to customer contact	Track and Report	16 Minutes
Initial response time to contact USD website inquiries (% within 3 business days)	≥90%	98%
Average Response time of contact USD website inquiries (in days)	Track and Report	0.63 days
# of adverse impacts on customers that were caused by USD (non-SSO)	≤ 10	0
# of Emergency Preparedness Activities/Events Completed	4	10
Drills	2	3
Training/Exercises (or Communication)	1	1
Documents, Plans, Policies Updated	1	6

## Financial Objectives

Measures	Target	FY25 Actuals
Residential Sewer Service Charge (SSC) compared to other local agencies	Track and Report	17.6th
\$: SSC Union Sanitary District	Track and Report	\$612.00
\$: SSC Regional Average	Track and Report	\$522.91
\$: SSC National Average	Track and Report	\$612.30
Total Service Population	Track and Report	348,162
Total Parcels Served	Track and Report	95,262
Debt Coverage Ratio	1.5	4.72
PERS Funding Level	90-100%	68.29%
OPEB Funding Level	90-100%	82.02%
% of Budgeted Operating Expenditures	95-103%	97%
% of Budgeted Overtime Used	Track and Report	112.58%
% of Budgeted Special Projects Expenditures	80-110%	37.1%

# Balanced Scorecard: Operational Excellence Summary

## Financial Objectives (con't)

Measures	Target	FY25 Actuals
Ferrous Chloride Usage	Track and Report	43.40 GPH
Hydrogen Peroxide Usage	Track and Report	13.15 GPH
Hypochlorite Usage	Track and Report	163.00 GPH
Polymer Usage - Gravity Belt Thickener (GBT)	≤ 5.5	4.53 lbs/dry ton
Polymer Usage - Dewatering	≤ 37	32.90 lbs/ dry ton
Energy Produced: Cogeneration	Track and Report	30,262 kwh/d
Energy Produced: Solar	Track and Report	367 kwh/d
Total Electrical Usage	Track and Report	50,249 kwh/d
Plant Daily Flow (Average)	Track and Report	23.33 mgd
Influent Total Suspended Solids	Track and Report	339.25 mg/L
Effluent Total Suspended Solids	Track and Report	10.50 mg/L
% Removal of Total Suspended Solids	≥85%	97%

## Internal Process Objectives

Measures	Target	FY25 Actuals
% of Preventative and Proactive Maintenance Workorders Completed	≥60%	97%
Total # of Urgent Responses (Plant)	Track and Report	56
Total # of Urgent Responses (Field)	Track and Report	292
% of Collection System Cleaned per Plan	100%	100.3%
# of Category 1 SSOs	0	0
# of Category 2/3/4 SSOs	≤10	3
Settleability Performance: Sludge Volume Index (SVI)	100 - 150 mL/gal	166 mL/gal
Number of Days SVI Outside of Range	Track and Report	146 days
Districtwide Critical Projects on schedule	≥85	45.8%
How many hours project points expend on District projects	Track and Report	578
# of projects that improve efficiency	Track and Report	11

# Balanced Scorecard: Operational Excellence Summary

## Employee Growth & Development Objectives

Measures	Target	FY25 Actuals
Employee Turnover Rate - Total	Track and Report	6.21%
Employee Turnover Rate Non-retirement	Track and Report	2.76%
% of employees completing training beyond District scheduled	Track and Report	80%
Average training hours per FTE	≥20	28.86
Business Services	≥20	22.72
Technical Services	≥20	29.43
Collections Systems	≥20	29.97
Fabrication, Maintenance, and Construction	≥20	35.86
Treatment and Disposal	≥20	26.34
% of employees participating in committees and/or taskforces (Excludes management)	≥45%	35%
# Districtwide Employee Engagement Activities Completed (survey, training, events)	Track and Report	2

# Safety Measures



- Number of total accidents with lost days
- Number of other OSHA reportable accidents
- Number of incidents of vehicle or equipment accidents/damage



- Costs associated with vehicle and equipment accidents
- Average full-time equivalent lost time
- Total costs: Lost time wages only
- Average full-time equivalent limited duty lost time
- Total costs: Lost Time Wages and ½ Limited Duty Wages
- X-Mod (workers compensation modifier)



- Number of facility safety inspections completed
- Percent of areas identified in inspections resolved within 60 days
- Number of work site inspections completed
- Number of benchmarking and best management practice site visits
- Number of safety related communications from the General Manager



- Number of major safety training events offered
- Average percentage of targeted employees trained versus plan
- Average percentage of positive responses on the employee safety survey

# Balanced Scorecard: Safety Summary

Measures	Target	FY25 Actuals
Total incidents with lost days	0	2
Other OSHA reportable incidents	<4	1
# Incidents of vehicle or equipment accidents/damage	<2	2
Cost associated with vehicle/equipment accidents	<\$5000	\$0
Average full-time employee (FTE) lost time	<0.5	0.41
Total Costs: Lost time wages only	<\$46,883	\$63,426.29
Average FTE limited duty time	<0.5	0
Total costs: Limited duty/Other 1/2 wages	<\$23,441	0
X-Mod	<1.0	0.88
# Facility inspections (completed by site inspection team)	0	2
% of areas of concern identified during internal facility inspections that are resolved within 60 days of report	>90%	100%
# work site inspections completed	278	346
# site visits (for potential BMPS) completed and discussed by Executive Team	0	1
# General Manager communications on status of safety program and performance	>4	7
# safety strategy reviews conducted by Executive Team and Environmental Health and Safety Specialist	2	2
# of major safety training events offered	13	20
Average % of targeted employees trained vs. plan	>90%	97.46%
% Positive responses on the employees safety survey (average)	>75%	95.2



# Operational Excellence





## Customer Perspective

**Customer objectives** focus on both short and long-term customer service and stewardship of public assets and the environment. Measures target the provisions of high-quality reliable service, outreach activities, and maintaining an emergency preparedness program.

### Response to Calls and Inquiries



**100% Response**

Response to emergency calls under 1 hour\*



**98% Response**

Response to USD Website inquiries under 3 days\*\*

\* Average time to customer contact is 16 minutes

\*\* Average response to website inquiries is .63 days

### Plant Tours and Classroom Visits



**Tours  
visitors**

Visitors can take a [Virtual tour](#) on our website.



**88 Classes**  
Avg. of 24 students per class

Elementary School Presentations Completed

### Plan Review



**375 Plans Reviewed**

Continued speedy review of plans for sewer construction

### Outreach at USD

The Customer Service and Environmental Compliance Teams are deeply involved with communication and outreach to local residents and industry partners. In 2025 several activities were completed:

- Annual Newsletter
- 91 Social Media Posts
- Alameda County Science and Engineering Fair
- State Government Job Fair
- Local Civic Outreach
- Newark Days
- Earth Day
- Science in the Park
- Industrial Advisory Council Meetings

USD staff continue to provide educational opportunities for local elementary schools and communities.



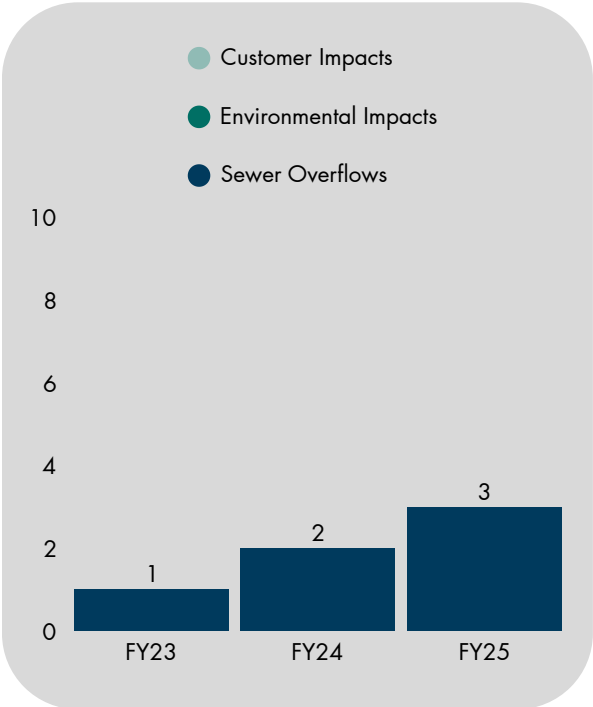
# Customer Perspective

## Impacts on Customers and the Environment

The District ensures immediate response, investigation, and follow-up to all inquiries that impact its customers and the environment. It monitors and responds to a variety of claims reported, and strives to remain under 10 impacts or less per year.

The impacts may include:

- Customer Impacts - vehicle damage, fee concerns, odor, and other substantiated complaints
- Environmental impacts
- Sewer overflows caused by our system



## Annual Newsletter

One District outreach initiative is to provide an [annual newsletter](#) for our residents. In 2025 we highlighted:



- USD's AAA Rating
- Fiscal Year 2026 Sewer Service Rates
- PFAS Education
- Sewer Lateral Questions

## Emergency Preparedness

This fiscal year, the District's Emergency Preparedness Committee completed a review of its emergency program to identify ways to strengthen response and preparedness efforts. The team also updated and restocked emergency supplies to ensure the District is ready for any type of emergency.



# Finance Perspective

**Financial objectives** focus on the prudent and responsible management of public funds entrusted to the District with measures focused on maintaining sewer service charges (SSC) at rates comparable to other local agencies with similar treatment processes; accurately controlling and tracking project and program costs against planned budgets; and ensuring the District is always compliant with the ethical, legal, and regulatory requirements associated with finance.

## AAA Rating: Ensuring Savings and Stability



Union Sanitary District continues to maintain a AAA credit rating from S&P Global. This top rating shows the commitment to conservative and prudent financial management, which means USD can secure low-interest rates on funding for important infrastructure projects.

This strong credit rating isn't just about numbers; it's about how USD operates every day. For example, maintaining a low spill record, meeting all permit conditions, running reliable operations, and ensuring adequate funding for operations and capital improvement projects (CIP) all contribute to this success.

By using a mix of funding options, like WIFIA loans, State Revolving Funds, and the private bond market, the District is able to make the necessary upgrades and improvements while keeping costs down. USD ensures customers benefit from steady rates and high-quality, reliable service as it invests in the future of the community.

## Annual Comprehensive Financial Report (ACFR)

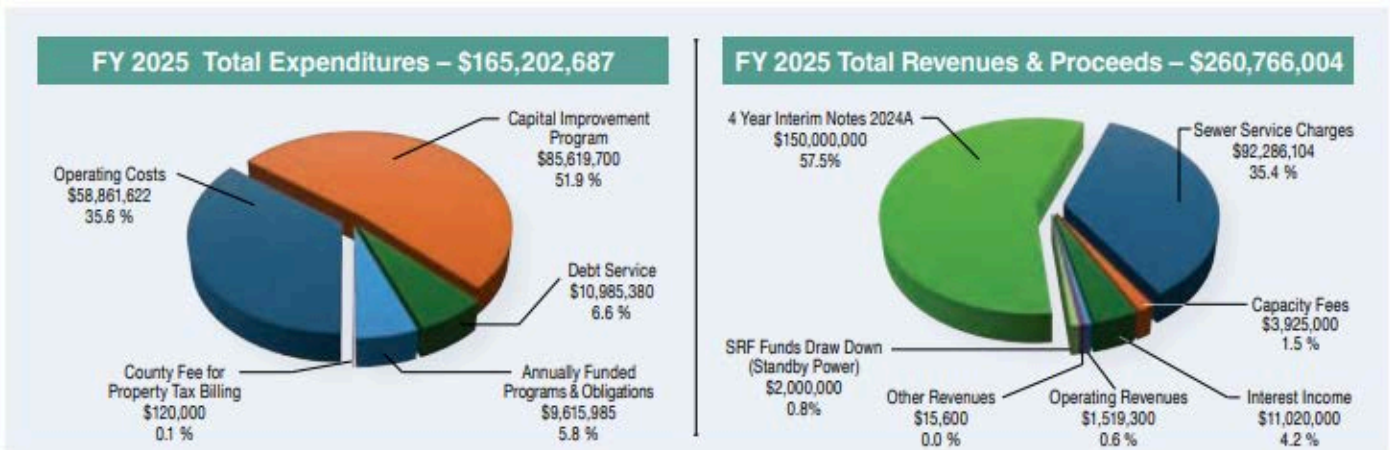
The District prepares an Annual Comprehensive Financial Report (ACFR) summarizing and explaining USD's initiatives, accomplishments, and financial activities during each fiscal year. For more details, review the [FY25 Report](#).



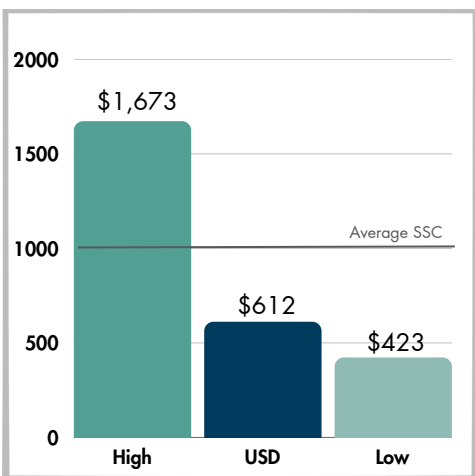
# Finance Perspective

## 2024-2025 Union Sanitary District Total Revenues and Expenditures

The District's current operating and Capital Improvement Program budget is approximately \$165 million. Revenue is raised from two primary sources: (1) Sewer service charges paid by residential customers, businesses, and other users of the system; and (2) Charging new development their proportionate share of infrastructure costs.



- Annually Funded Programs and Obligations include other post employee benefits, 115 pension trust expense, special studies, and equipment replacement
- Operating Costs include employee, utilities, chemicals, maintenance, and administrative costs
- Employee Costs (\$37,441,794) represent 23% of USD's total FY 2025 budget and 63% of Operating Costs
- Capital Improvement Program includes project construction and related costs
- Sewer Service Charges include residential, commercial, and industrial customers
- FY 2025 revenues include \$150 million of projected bond proceeds to be applied to capital improvement projects over several years



## Bay Area Annual Sewer Service Charges (SSC) 2024-2025

Currently, USD's rates are in the lowest third of the Bay Area sanitary sewer providers surveyed annually.

Criteria used for Agencies to Survey:

1. Within a 30 mile radius of USD
2. Having at least 100 miles of Collection System and/or 5 MGD of Treatment



## Internal Process Perspective

**Internal process objectives** focus on processes critical to achieving the District's Mission including long-term project, financial, and workforce planning activities; management and maintenance of District assets and infrastructure, treatment process optimization, and environmental stewardship.

### Capital Improvement Projects

Engineers and staff coordinate construction of critical infrastructure while keeping processes running smoothly. Staff focus on managing and maintaining assets and infrastructure through development of master plans. Project schedules are tracked and reported quarterly.

#### Projects in Design



- Alvarado Basin Reinforced Concrete Pipe (RCP) Rehabilitation Project
- Cogen No. 3 and Battery Storage Project
- Collection Services Building Improvements Project
- Force Main Stabilization at Alameda Creek Project
- FY24 Gravity Sewer Rehabilitation/ Replacement Project
- Irvington Pump Station Pumps and VFDs Replacement Project
- Irvington Pump Station Solar Replacement Project
- Primary Digester No. 6 Rehabilitation Project
- Primary Scum Pipeline Replacement Project
- Pump Stations Odor Control Improvements Project
- Switchboard No. 3 and MCC No. 25 Replacement Project
- WAS Thickener Replacement Project

#### Projects in Construction



- Alvarado Influent Valve Box Rehabilitation Project
- Force Main Corrosion Repairs Project – Phase 4
- FY23 Cast Iron/Pipe Lining Project
- Plant Miscellaneous Improvements Project
- Standby Power Generation System Upgrade Project



Standby Power



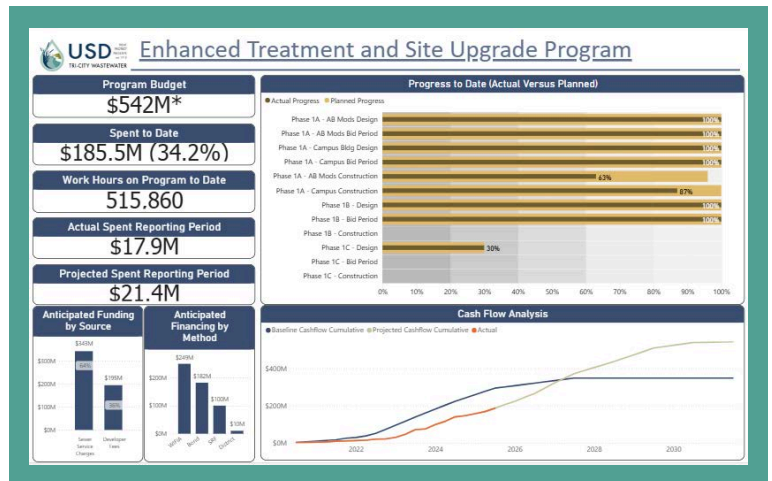
# Internal Process Perspective

## Enhanced Treatment and Site Upgrade (ETSU)

The Enhanced Treatment and Site Upgrade (ETSU) program serves as a roadmap for the treatment plant's infrastructure over the next 40 years. The ETSU team continues to progress with the various activities in Phase 1A, Phase 1B, and Phase 1C.

Visit our website at:

<https://www.unionsanitary.com/about-us/etsu> to watch project time-lapse videos for our Aeration Basin Modifications, the progress with our new campus, and program dashboard.



## Asset Renewal and Maintenance

### FY 2025 Spills Per 100 Miles of Pipe USD vs. State and Regional Averages



Spill Rate Statistics - July 1, 2024 to June 30, 2025 • Spills per 100 Miles of Pipe

	Category 1	Category 2	Category 3
USD AVERAGE	0.0	0.24	0.12
STATE AVERAGE	3.09	2.43	3.56
REGIONAL AVERAGE	2.33	1.75	3.15

- Category 1: A spill of any volume that results in a discharge to a surface water
- Category 2: 1,000 gallons or more - does not discharge to a surface water
- Category 3: 50 gallons or more, but less than 1,000 gallons - does not discharge to a surface water
- Category 4: Less than 50 gallons - does not discharge to a surface water

Processes are regularly evaluated to maintain our ability to meet current and future regulations. USD implements practices that benefit the environment by conserving resources, reducing waste, and minimizing environmental impacts. Which includes proactive cleaning of the collection system which prevents sewer overflows and other associated negative impacts.

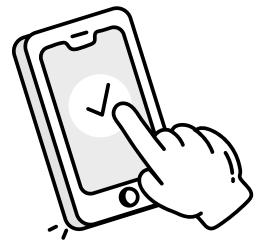
# Process Improvements

## Customer Service Team – Historical Document Retrieval

The Customer Service Team worked to organize and digitize tally books, legal documents, ordinances, and historical billing. This project improved access for internal and external customers, as well as increased safety for District employees by limiting the need to move heavy boxes, environmental sustainability by minimizing paper waste, and reducing retrieval document times.

## Televising Team (MTV) – Mobile Mapping App

The Collection Services (CS) MTV team initiated creating a mobile app to replace paper maps, allowing real-time updates and integration with the District's Computerized Maintenance Management System (CMMS) Hansen. This App will improve efficiency of workorders being done in real time versus the traditional paper process, enabling the CS Workgroup to speed up daily workload progress ultimately benefiting the District and its customers. This is an ongoing project as the MTV team has completed their tasks and are now waiting on external resources to fully complete the project.



## Electrical and Support Team – GBT Building Improvement

The Electrical and Support Team in Fabrication, Maintenance, and Construction addressed several deficiencies in the Gravity Belt Thickener (GBT) Building. The team spent time repairing, replacing, modifying, and painting parts within the GBT Building. This project resulted in significant cost savings for the District as the work was done in-house. Cost-savings aside, this project will provide the District with a few years of relief until the Capital Improvements Program can begin its work on upgrading the GBT Building equipment and electrical components.

## Research and Support Team – Microbiology QC Records Migration to LIMS

The Research and Support Team took on the challenge of digitizing their Microbiology QC records using the Laboratory Information Management System (LIMS). As the lab has mostly incorporated production data in LIMS, adding Microbiology QC to a centralized database made it easier to access data and minimized records loss, ultimately aiding the District in improved record retention and data collection.





# Employee Growth & Development Perspective

**Employee growth and development objectives** prioritize comprehensive training programs that cultivate a highly skilled and adaptable workforce while safeguarding labor relations through the District's collaborative employee-management culture. This is achieved by actively involving employees in planning and decision-making processes, fostering a sense of ownership and engagement that enhances both individual and organizational success.

## Training & Development



80%

Employees completed training beyond District schedule



29 hours

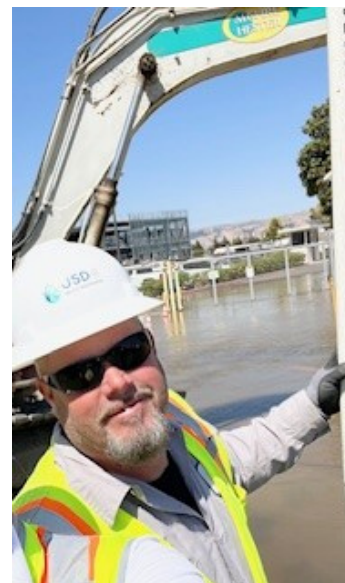
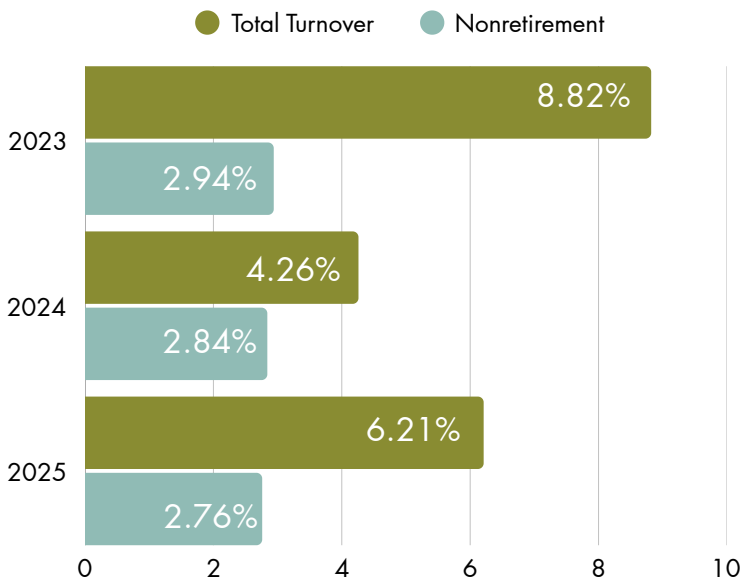
Total average training hours per employee

Maintaining a highly competent, flexible workforce is of critical importance. The District maintains an annual calendar of training activities for OSHA required training and beyond.

Training completed this year; included:

- Ergonomics
- Confined Space
- Electrical Contact Release
- Disaster Service Worker

## Staff Turnover





# Safety at USD



# Safety

**Safety objectives** prioritize reducing staff injuries, as well as minimizing vehicle and equipment accidents and damage. These initiatives reinforce the District's strong safety culture and promote a proactive attitude towards safety among all employees. By fostering a collective commitment to safety, the District aims to create an even safer work environment for everyone.

## Reduce employee and equipment accidents



3

2 Incidents with lost days, and 1 other OSHA recordable



2

Total vehicle/equipment incidents

## Safety Training at USD

USD's priority is to ensure employees are educated in safe work practices. The District uses a hybrid approach to training by balancing between in-person training and computer-based tutorials. 97.46% of our employees completed a total of 20 safety trainings, including:

- Respirator/Hearing
- Bloodborne Pathogens
- Electrical Safety
- Ergonomics
- Confined Space
- Hazard Communication
- Heat Stress
- CPR/First Aid

## Identify and correct potential hazards



2

Facility inspections completed\*



346

Coach observations completed

\*All minor corrections were resolved within the target of 60 days or less.



## Workers' Compensation Modifier

Union Sanitary District's workers' compensation modifier, often recognized as the X-Mod, is 0.88 against the target of 1.0 in FY25. The District's consistently low figures in this metric demonstrate its commitment to maintaining a safe workplace, leading to lower insurance premiums.

# ..... Union Sanitary District..... **FY25 Initiatives**

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## **Enhanced Treatment and Site Upgrade (ETSU)- Phase 1A and 1B**

Phase 1a and 1b construction of the Aeration Basin Modifications,  
New Campus Building, and Effluent Facility

["Flyover" video demonstrating the planned improvements](#)

## **Funding for ETSU and Capital projects**

Continual priority to seek the best funding sources for ongoing construction at the  
District

## **Alvarado Basin Capacity and Condition Assessment Update**

Comprehensive program that will provide adequate hydraulic capacity in the sewer  
system and improve infrastructure for operating conditions

## **Pump Stations Odor Control Improvements**

Includes the replacement of the odor control systems at Newark pump station and  
Irvington pump station.

# District Recognition

The District is proud of the awards the treatment plant, collection system, staff members, and organizational programs have received. Everyone works hard to fulfill the mission to protect human health and the San Francisco Bay, and Union Sanitary District appreciates the recognition of our industry peers and its communities.



## Peak Performance Award

Union Sanitary District was recognized by the National Association of Clean Water Agencies (NACWA) for the Platinum Award for achieving 17 years of 100% compliance with its regulatory permit requirements. These permit conditions are in place to protect the water quality of San Francisco Bay. USD has been recognized by NACWA for 30 consecutive years since this award program began in 1993.

As a Special District, charged with collection, treatment, and disposal of wastewater for the Tri-Cities, achieving 100% compliance with the National Pollutant Discharge Elimination System permit (NPDES) is validation that this organization takes our responsibility to heart and mindfully executes initiatives to continue achieving compliance. Every team and every person fulfills a role that directly or indirectly contributes to achieving 100% regulatory compliance and upholding our mission.



# Appendix

**a**

**Operational Excellence BSC Measures**

**b**

**Safety BSC Measures**