

**MINUTES OF STRATEGIC PLAN WORKSHOP OF THE BOARD OF DIRECTORS
OF THE PALMDALE WATER DISTRICT MAY 12, 2014:**

A Workshop meeting of the Board of Directors of the Palmdale Water District was held Monday, May 12, 2014, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. President, Kathy Mac Laren, called the meeting to order.

1) Pledge of Allegiance.

At the request of President Mac Laren, Consultant Mathis led the pledge of allegiance.

2) Roll Call.

Attendance:

Kathy Mac Laren, President
Robert Alvarado, Vice President
Gloria Dizmang, Treasurer
Joe Estes, Secretary
Vincent Dino, Director

Others Present:

Dennis LaMoreaux, General Manager
Patty Quilizapa, Attorney
Matt Knudson, Assistant General Manager
Peter Thompson II, Operations Manager
Tim Moore, Facilities Manager
Jim Stanton, Information Technology Manager
Jennifer Emery, Human Resources Manager
Dennis Hoffmeyer, Senior Accountant
Gene Taylor, Customer Service Supervisor
Dawn Deans, Executive Assistant
Dr. Bill Mathis, Consultant
Janice Mathis, Consultant
0 members of the public

3) Adoption of Agenda.

It was moved by Director Dizmang, seconded by Director Estes, and unanimously carried to adopt the agenda, as written.

4) Workshop to Update Palmdale Water District's Strategic Plan. (General Manager LaMoreaux/Dr. Bill Mathis, The Mathis Group)

Dr. Bill Mathis, of The Mathis Group, reviewed the five Strategic Initiatives, the timeline for approving the Strategic Plan and brochure, the status of the PIO/Water Conservation position recruitment and the Board's expectations for this position, and the

Project Management Outline to be completed for each project under each of the Strategic Initiatives.

Department Managers then presented a project under one of the Strategic Initiatives using the Project Management Outline followed by Board input and discussion of the District's time-of-use programs, new Chromium VI regulations and the impact to the District, and potential assistance from the Governor for certain projects.

At 4:00 p.m., President Mac Laren called for a fourteen-minute recess. She reconvened the Workshop meeting at 4:14 p.m.

5) Action Items – Action Calendar: (The Public Shall Have an Opportunity to Comment on Any Action Item as Each Item is Considered by the Board of Directors Prior to Action Being Taken.)

5.1) Consideration and Possible Action on Adoption of Palmdale Water District's 2014 Strategic Plan. (General Manager LaMoreaux/Dr. Bill Mathis, The Mathis Group)

Department Manager presentation of a project under one of the Strategic Initiatives using the Project Management Outline continued followed by discussion of the District's Flushing Program, reducing water losses, meter testing and replacement, payment options, District-wide customer service, and clear direction to the new consultants for a successful Proposition 218 process.

After a further discussion of the Strategic Initiatives and Strategic Plan, it was moved by Director Dizmang, seconded by Director Alvarado, and unanimously carried by all members of the Board of Directors present at the meeting to approve the Strategic Initiatives and projects as follows for inclusion in the Strategic Plan and Strategic Plan brochure:

Strategic Initiatives

I. Maintain Healthy Water Resources and Management – Strategic Water Reserves:

- Water Conservation/Education
- Strategic Water Management
- Reduction of water loss – water mains and meters
- Littlerock Creek Recharge and Recovery Project

- Littlerock Sediment Removal Project
- Recycled Water Use
- Upper Amargosa Recharge Project
- 2015 Urban Water Management Plan

II. Build Capacity of Staff and Enhance Workforce Environment:

- Employee Handbook Update/Orientation
- Training for Use of Mobility –tablets, lap tops, smartphones and more
- WI FI Access
- Standardized Project Management
- Specialized Training – Field Management
- Outsourced Payroll (electronic timecard)

III. Increase the Value of the District through Maintenance and Enhancement of Infrastructure:

- Engineer/Grant Writer
- Security System and Project – upgrade of outdated systems and physical improvements (high crime rate location)
- Maintenance of IT Infrastructure
- Long-Term Granular Activated Carbon (GAC) Contract
- Reduce Deferred Maintenance Backlog
- Update Water System Master Plan
- Maintain Financial Health (Bond Rating)

IV. Become a Regional Leader:

- Develop and Adopt Board Norms
- PIO/Publications
- Internship Program with AV College and others
- Strategic Plan Publication
- Sharing Technical Knowledge/Achievements
- Interagency Cooperation – Sharing Ideas, Resources
- AVIRWMP Continued Involvement
- Recycled Water Use
- AVSWCA
- Water Budget Rate Structure Improvements

V. Increase Technology to Improve and Produce Best Customer Service:

- Use Best Management Practices/Processes
- Performance Measurement/Training

- HR Master Calendar/Work Plan
- IT Master Plan
- Knowledge Portal - Technology Development - Videoed Training
- Utilizing Mobility (iPads, etc.) – integrate GIS; On call tablet
- Remote Pay Stations
- Lobby Payment Kiosk
- Mobile Application (Infosend)
- Customer Information System Replacement
- Document Imaging/Management System Upgrade

It was then determined that updates on the development of the Strategic Plan brochure and display of the Strategic Initiatives and logos in the Board room will be provided to the Outreach Committee followed by a detailed overview of the new Board room microphone system.

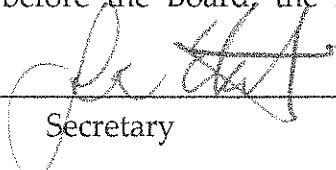
President Mac Laren then recommended a public forum be developed regarding the new Strategic Plan, introduction of the Internship Program, and introduction of the District's new PIO, and it was determined that an open house public forum will be held after a PIO has been hired.

President Mac Laren then appointed herself and Director Dizmag to an Ad Hoc Committee, along with Dr. Mathis, legal counsel, and General Manager LaMoreaux, to review Board norms for Article 4 of the Rules and Regulations and requested written input into this process from all Board members after which Attorney Quilizapa stated that she will prepare a memo regarding Ad Hoc Committee procedures and how to develop objectives through the Committee and Dr. Mathis will provide examples of other Board norms.

The proposed Organization Chart was then discussed after which it was moved by Director Estes, seconded by Director Alvarado, and unanimously carried by all members of the Board of Directors present at the meeting to schedule a Board Workshop to discuss and approve the Organization Chart.

6) Adjournment.

There being no further business to come before the Board, the meeting was adjourned.



Secretary