



# PALMDALE WATER DISTRICT

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## Board of Directors

ROBERT E. ALVARADO  
Division 1

JOE ESTES  
Division 2

GLORIA DIZMANG  
Division 3

KATHY MAC LAREN  
Division 4

VINCENT DINO  
Division 5

May 8, 2014



*Agenda for a Strategic Plan Workshop  
of the Board of Directors of the Palmdale Water District  
to be held at the District's office at 2029 East Avenue Q, Palmdale*

*Monday, May 12, 2014*

*2:30 p.m.*

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale. Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

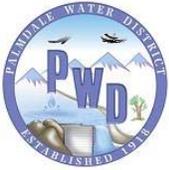
PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted and offenders will be requested to leave the meeting.

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Pledge of Allegiance.
- 2) Roll Call.
- 3) Adoption of Agenda.
- 4) Workshop to update Palmdale Water District's Strategic Plan. (General Manager LaMoreaux/Dr. Bill Mathis, The Mathis Group)
- 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)
- 6) Adjournment.

MATTHEW R. KNUDSON, Assistant General Manager  
DDL/MRK/dd

*Providing high quality water to our current and future customers at a reasonable cost.*



**2014 Strategic Goals, Initiatives, and Projects**

**Goals:**

**Improve Our Culture (Increased Performance)  
Provide Effective and Efficient Operations  
Customer Service Improvements**

**Initiatives and Projects**

**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 Wash Recharge and Recovery Project
- Littlerock Reservoir Sediment Management
- 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 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