



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

Highlight of Needed Organizational Excellence Projects

2020 - 2024

Organizational Excellence

Organizational excellence is defined as the ongoing efforts to establish an internal framework of standards and processes intended to engage and motivate employees to deliver products and services that fulfill customer requirements within business expectations. It is the achievement by an organization of consistent superior performance.

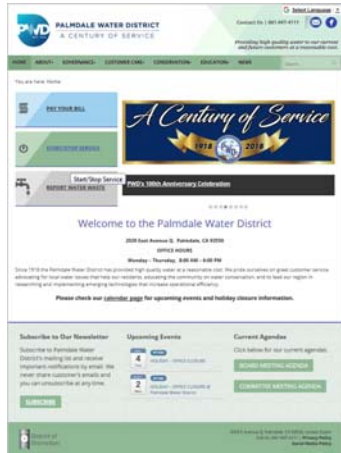
- Offer competitive compensation and benefits package to promote employee retention
- Succession Planning Program ensuring an overlap of training for key positions
- Provide transparency to our ratepayers
- Promote and support leadership training and professional development programs to enhance the District's customers' experience



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- Main Office Ergonomic Retrofit of Customer Care Work Area
 - Current cubicle area is dated and closed off
- Public Web Site Redesign
 - Modernize existing site to better support our customers
- Intranet Redesign
 - Modernize existing site to better support our employees
- Vacuum Excavator
 - Efficiently and safely excavate around existing utilities



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- 22 Vehicle Replacements
 - Range in age from 1988 – 2008, 4K – 7K operational hours
- Seamless Applications Across Multiple Platforms (Citrix)
 - Improve mobility efficiency
- Replace End of Life Oaisys Recorder
 - Equipment is end of life
- Data Center Uninterruptible Power Supply
 - Provide emergency power
- Data Warehousing
 - Centralized data storage and analytics
- Gig speed to desktops / Infrastructure Refresh
 - Improve efficiency

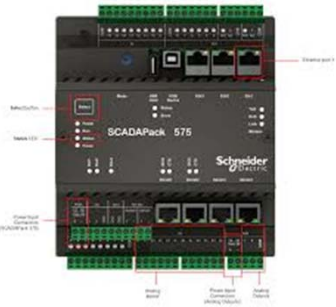


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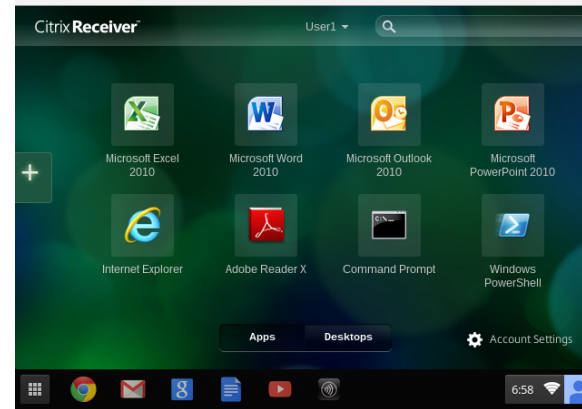
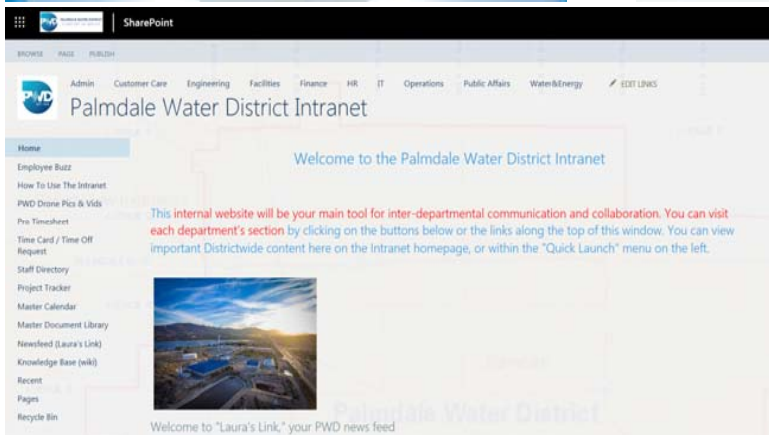


- Human Resources Information System
 - Secure foundation to build an effective culture and improve employee engagement
- Personnel Emergency Notification System
 - Communicate emergency and important messages to employees in real time
- 2 Way Radio System Upgrade and Replacement
 - Provide real time digital communications to employees in the field
- Warehouse Conversion to Office Space
 - Provide office space for purchasing technicians
- SCADA Upgrade
 - Current equipment end of life



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QUESTIONS?



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