

# PALMDALE WATER DISTRICT STRATEGIC PLAN

ADOPTED SUMMER 2014

## DISTRICT SERVICE AREA



Robert E. Alvarado  
DIVISION 1



Joe Estes  
DIVISION 2



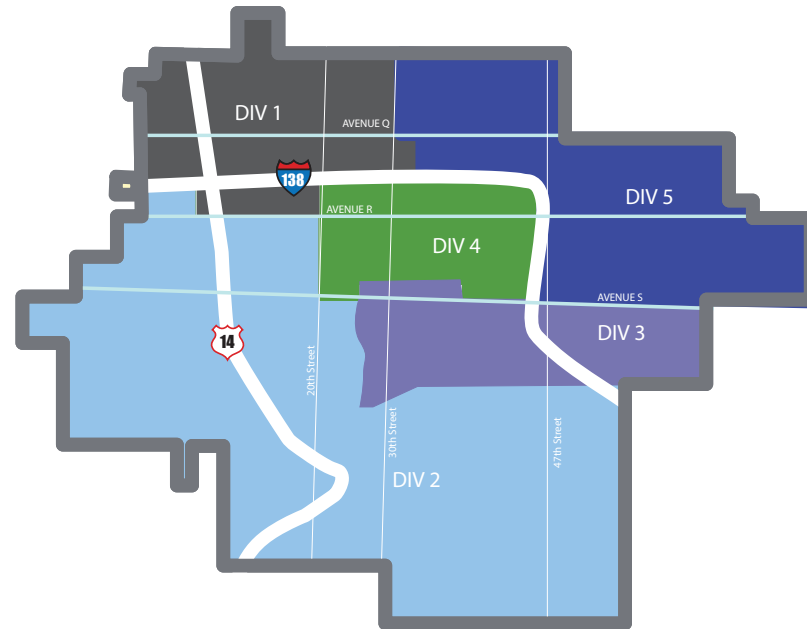
Gloria Dizmang  
DIVISION 3



Kathy Mac Laren  
DIVISION 4



Vincent Dino  
DIVISION 5



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[www.palmdalewater.org](http://www.palmdalewater.org)



## WELCOME

Palmdale Water District has a long, ambitious history in the Antelope Valley. Our organization first formed as a public agency in 1918 to build the Littlerock Dam, which, at the time it was completed, was the tallest, reinforced concrete, multiple-arch dam in the world, irrigating over 4,500 acres of agricultural land.

When the aerospace business transformed our landscape from one of farming to one of industry, the Palmdale Water District began a new era of innovation, building and improving water storage and treatment facilities to meet the needs of a growing population.

Moving forward into a new century, the challenges facing our water district are many: drought, an ever-growing population, and increasingly strict water quality regulations. We plan to meet these challenges as we always have - with determination, careful planning, and state-of-the-art engineering.

Our Strategic Plan, and its five key initiatives, was created by our Board of Directors to act as a road map as we forge ahead. We share these initiatives here so that our staff, customers, neighbor agencies, and regulators can all be a part of our efforts to reach our goals. Community is the key to progressive action, and we couldn't be more proud to serve the people of the Antelope Valley.

Sincerely,

Kathy Mac Laren  
President of the Board of Directors

Dennis D. LaMoreaux  
General Manager

# PALMDALE WATER DISTRICT: PAST, PRESENT & FUTURE

## KEY INITIATIVE #1



### OUTSTANDING WATER MANAGEMENT

- ENCOURAGE CONSERVATION THROUGH EDUCATION
- DECREASE INSTANCES OF WATER LOSS
- EXPAND LOCAL WATER STORAGE CAPACITY
- MAINTAIN RESERVES
- ASSIST NEIGHBORING DISTRICTS

## KEY INITIATIVE #2



### INCREASED EFFICIENCY

- CREATE SPECIALIZED TRAINING VIDEOS
- STANDARDIZE PROJECT MANAGEMENT
- IMPROVE WI-FI ACCESS AND SPEED
- EMBRACE NEW TECHNOLOGY
- UPDATE THE EMPLOYEE HANDBOOK

## KEY INITIATIVE #3



### INFRASTRUCTURE

- UPGRADE SECURITY SYSTEMS
- REDUCE DEFERRED MAINTENANCE BACKLOG
- REVISE WATER SYSTEM MASTER PLAN
- ENGAGE LONG-TERM GAC CONTRACT
- UPHOLD FINANCIAL HEALTH OF THE DISTRICT

## KEY INITIATIVE #4



### REGIONAL LEADERSHIP

- FOSTER INTERAGENCY COOPERATION
- EXPAND RECYCLED WATER USE
- SUPPORT YOUNG TALENT THROUGH INTERNSHIP OPPORTUNITIES
- PROMOTE OUR STATE-OF-THE-ART TREATMENT PLANT
- PUBLISH THE PWD STRATEGIC PLAN

## KEY INITIATIVE #5



### EXCEPTIONAL CUSTOMER SERVICE

- UTILIZE MOBILE TECHNOLOGY
- INCREASE OPTIONS FOR BILL PAYMENT
- CREATE TRAINING OPPORTUNITIES FOR STAFF
- UPDATE INTERNAL IT SYSTEMS
- IMPLEMENT BEST MANAGEMENT PRACTICES

PROVIDING HIGH QUALITY WATER TO OUR CURRENT AND FUTURE CUSTOMERS AT A REASONABLE COST.



In 1895 the South Antelope Valley Irrigation Company formed to construct the Palmdale Dam and create Palmdale Lake (known then as the Harold Reservoir).

At the end of the 19th century, the Palmdale Water Company dug the first irrigation ditch in the region, diverting water from Littlerock Creek to local farmers.

In 1918, the Palmdale Irrigation District was formed to finance the construction of dams on Littlerock Creek and irrigate 4,500 acres of agricultural land.

When Littlerock Dam & Reservoir was finished in 1924, it was the tallest, reinforced concrete, multiple-arch dam in the world, holding 4,200 acre-feet.

Concrete buttresses were later added to the face of Littlerock Dam, strengthening the structure and helping it to withstand massive flooding in 1938.

The 1950s brought a population boom spurred by the aerospace industry. As a result, the District's customer base shifted from agricultural to domestic.

The district became a State Water Contractor in 1963 and began receiving water from the State Water Project to supplement existing water sources in the area.

By 1973, the district was serving municipal and industrial customers exclusively and the name was changed to Palmdale Water District to reflect the change.

In 1976, Palmdale's Littlerock Dam, designed by civil engineer John S. Eastwood, was added to the newly established National Registry of Historic Places.

A twelve million gallon-per-day water treatment plant was constructed in 1987, and was expanded in 1993, to process 28 million gallons of water per day.

After decades of use, the historic wooden trestles and flume of Littlerock Dam were replaced with a 48" diameter underground ductile iron pipe in 1995.

To further ensure an adequate water supply, the Palmdale Water District helped form the Antelope Valley State Water Contractors Association in 1999.

The year 2009 marked the completion of a state-of-the-art water treatment plant, allowing up to 35 million gallons of water to be processed per day.

In 2010, the Palmdale Water District Water Treatment Plant was renamed in honor of former longtime Director Leslie O. Carter, who served the community for 33 years.

In 2015 the Palmdale Water District will celebrate 100 years of service to the community. We're looking forward to what the next 100 years have in store...