



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

BOARD OF DIRECTORS

ROBERT E. ALVARADO

Division 1

DON WILSON

Division 2

GLORIA DIZMANG

Division 3

KATHY MAC LAREN

Division 4

VINCENT DINO

Division 5

July 18, 2019

**AGENDA FOR A MEETING
OF THE ORGANIZATIONAL EXCELLENCE COMMITTEE
OF THE PALMDALE WATER DISTRICT**
**Committee Members: Gloria Dizmang-Chair, Kathy Mac Laren
to be held at the District's office at 2029 East Avenue Q, Palmdale**

WEDNESDAY, JULY 24, 2019

2:00 p.m.

DENNIS D. LaMOREAUX

General Manager

ALESHIRE & WYNDRER LLP

Attorneys

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 (Government Code Section 54957.5). 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. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

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

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)



- 4.1) Consideration and possible action on approval of minutes of meeting held March 7, 2019.
- 4.2) Presentation of Proposition 218 process and timeline. (Finance Manager Williams)
- 4.3) Presentation on 2019 Rate Study information relative to the Organizational Excellence Committee. (Assistant General Manager Ly)
- 4.4) Establishment of 2019 Organizational Excellence Committee goals. (General Manager LaMoreaux)
- 4.5) Development of system for high-quality reporting from Committees to the full Board. (General Manager LaMoreaux)
- 5) Information items.
 - 5.1) Annual review of benefits package. (Human Resources Director Emery/General Manager LaMoreaux)
 - 5.2) Other.
- 6) Board members' requests for future agenda items.
- 7) Date of next Committee meeting.
- 8) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: July 18, 2019 **July 24, 2019**
TO: ORGANIZATIONAL EXCELLENCE COMMITTEE **Committee Meeting**
FROM: Michael Williams, Finance Manager/CFO
VIA: Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 4.2 – PRESENTATION OF PROPOSITION 218 PROCESS AND TIMELINE.***

Discussion:

Presented here is the 2019 rate study schedule and Proposition 218 process.

Timeline:

July 17 – Presentation of 2019 Rate Study Schedule to the Financial Health & Stability Committee

July 24 – Presentation to the Organizational Excellence Committee

July 31 – Presentation to Leadership & Outreach Committee

August 6 – Presentation to the Resource Reliability & Operational Efficiency Committee

August 12 – RDN’s Presentation on Findings/Models/Proposed Rates to Board of Directors, 6 p.m. @ PWD

August 15 – Mail Rate Notice

August 22 – Workshop for Elected Officials, Community Leaders, Water Ambassadors, 5:30-8 p.m. @ PWD

August 28 – Community Workshop, 5:30-8 p.m. @ Palmdale Learning Plaza, 38043 Division Street, Palmdale

September 3 – Deadline for Mailing Rate Notice

September 7 – Open House, 9 a.m.- noon @ Water Treatment Plant

September 24 – Community Workshop, 5:30-8 p.m. @ Buena Vista Elementary School, 37005 Hillcrest Drive, Palmdale

October 28 – Board of Directors Public Hearing for 2019 Rate Study



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Highlight of Needed Organizational Excellence Projects

2020 - 2024

Organizational Excellence

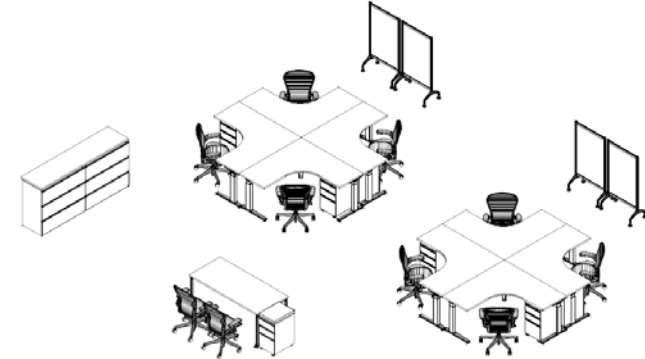
Organizational excellence is defined as the ongoing efforts to establish an internal framework of standards and processes intended to engage and motivate employees to deliver products and services that fulfill customer requirements within business expectations. It is the achievement by an organization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



Organizational Excellence

- 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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Organizational Excellence

- 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

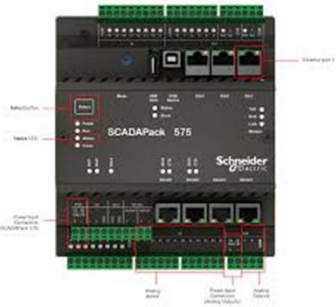


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Organizational Excellence

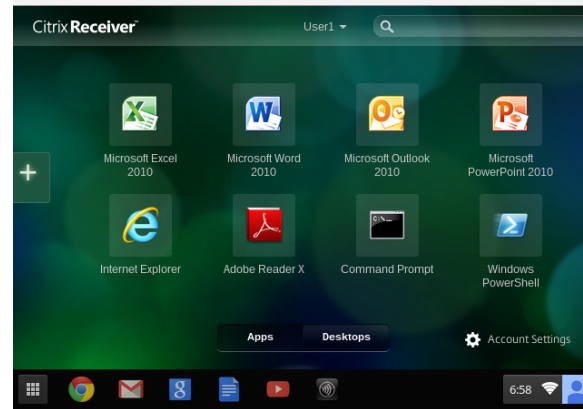
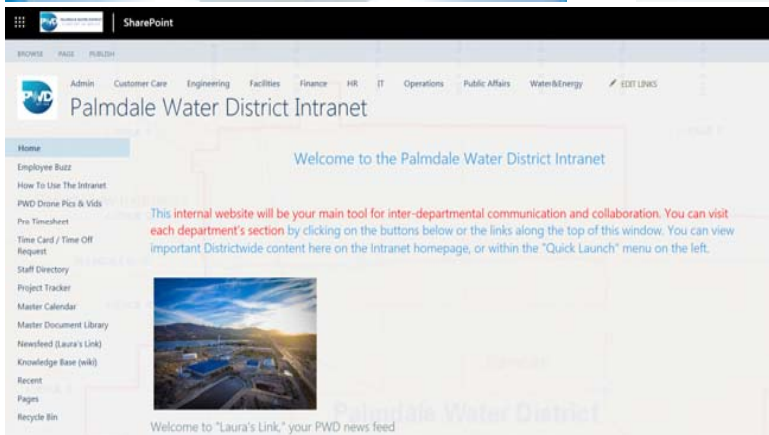


- Human Resources Information System
 - Secure foundation to build an effective culture and improve employee engagement
- Personnel Emergency Notification System
 - Communicate emergency and important messages to employees in real time
- 2 Way Radio System Upgrade and Replacement
 - Provide real time 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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Organizational Excellence



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QUESTIONS?



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P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: June 13, 2019
TO: BOARD OF DIRECTORS
FROM: Mr. Dennis D. LaMoreaux, General Manager
CC: Mr. Adam Ly, Assistant General Manager
Mr. Michael Williams, Finance Manager
Department Managers
RE: 2019 AGENDA FOCUS FOR STANDING COMMITTEES

In lieu of this month's General Manager Report, below is the proposed focus for 2019 Standing Committees based on the direction of the Board of Directors.

The Board of Directors held workshops on January 30 and May 16, 2019. The focus of these workshops was examining the District's Strategic Plan and Initiatives and resetting the Standing Committees to better align with the Strategic Plan. An outcome of the workshops was establishing the following Standing Committees:

Resource Reliability and Operational Efficiency
Organizational Excellence
Financial Health and Stability
Regional Leadership and Outreach

The Board, with assistance from the Mathis Group, then discussed improving communication between the committees and the full Board to ensure they remained aligned. The Board also agreed to set the general 2019 agenda for the committees.

The following pages summarize the general 2019 agenda focus for each committee as agreed to by the full Board and include additional suggestions for each committee to consider when setting meeting agendas.

RESOURCE RELIABILITY AND OPERATIONAL EFFICIENCY

Director Mac Laren, Chair

Director Alvarado

GOAL: *To Ensure Reliable Water Sources, Facilities and Equipment*

Committee Direction from Workshops:

- Set 2019 Goals
- Three Bold New Innovations in Strategic Initiative Nos. 1 and 3
- Committee's Role/Support of Asset Management and Energy Efficiency

Additional Suggestions:

- Review 5-year Capital Project Plan incorporated in the 2019 Rate Study
- Review Use of Technology in all District Operations and Develop Future Direction

ORGANIZATIONAL EXCELLENCE

Director Dizmang, Chair

Director Mac Laren

GOAL: *To Promote Employee Retention and Excellence*

Committee Direction from Workshops:

- Set 2019 Goals
- Three Bold New Innovations in Strategic Initiative No. 2
- Committee's Role/Support of Asset Management and Energy Efficiency

Additional Suggestions:

- Develop System for High-Quality Reporting from Committees to Full Board
- Review, Update, and Recommend Action on Existing Project Labor Agreement Prior to Its Expiration on November 14, 2019

FINANCIAL HEALTH AND STABILITY

Director Dizmang, Chair

Director Wilson

GOAL: *To Ensure and Maintain Financial Stability*

Committee Direction from Workshops:

- Set 2019 Goals
- Three Bold New Innovations in Strategic Initiative No. 4
- Committee's Role/Support of Asset Management and Energy Efficiency

Additional Suggestions:

- Provide Oversight of 2019 Rate Study Process
- Review Structure of Directors' O&M Budgeting and Make Recommendation to Full Board
- Review Financing Options of Major Projects and Recommend Action(s) to Full Board
- Develop Policy Revisions to Ensure Compliance with SB 998 in 2020

REGIONAL LEADERSHIP AND OUTREACH:

Director Wilson, Chair

Director Alvarado

GOAL: *To be an Industry Leader, Both Locally and Regionally, and to Develop New and Innovative Programs*

Committee Direction from Workshops:

- Set 2019 Goals
- Three Bold New Innovations in Strategic Initiative Nos. 5 and 6
- Committee's Role/Support of Asset Management and Energy Efficiency

Additional Suggestions:

- Develop Lobbying Policy and Make Recommendation to the Full Board
- Review Outreach Plans for 2019 Rate Study Process
- Review All Interagency Cooperative Efforts, Formal and Informal, for Their Assistance in Fulfilling the District's Strategic Goals