

BOARD OF DIRECTORS

March 20, 2019

ROBERT E. ALVARADO

Division 1

DON WILSON Division 2

MARCO HENRIQUEZ Division 3

KATHY MAC LAREN Division 4

VINCENT DINO Division 5

DENNIS D. LaMOREAUX General Manager

ALESHIRE & WYNDER LLP Attorneys





AGENDA FOR REGULAR MEETING 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, March 25, 2019

6:00 p.m.

NOTES: 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.

Additionally, an interpreter will be made available to assist the public in making comments under Agenda Item No. 4 and any action items where public input is offered during the meeting if requested at least 48 hours before the meeting. Please call Dawn Deans at 661-947-4111 x1003 with your request. (PWD Rules and Regulations Section 4.03.1 (c))

Adicionalmente, un intérprete estará disponible para ayudar al público a hacer comentarios bajo la sección No. 4 en la agenda y cualquier elemento de acción donde se ofrece comentarios al público durante la reunión, siempre y cuando se solicite con 48 horas de anticipación de la junta directiva. Por favor de llamar Dawn Deans al 661-947-4111 x1003 con su solicitud. (PWD reglas y reglamentos sección 4.03.1 (c))

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) Pledge of Allegiance/Moment of Silence.
- 2) Roll Call.
- 3) Adoption of Agenda.

- 4) Public comments for non-agenda items.
- 5) Presentations:
 - 5.1) None at this time.
- 6) Action Items Consent Calendar (The public shall have an opportunity to comment on any action item on the Consent Calendar as the Consent Calendar is considered collectively by the Board of Directors prior to action being taken.)
 - 6.1) Approval of minutes of regular meeting held March 11, 2019.
 - 6.2) Payment of bills for March 25, 2019.
 - 6.3) Approval of management training program by Tiana Sanchez International, LLC. (\$29,240.00 Budgeted Human Resources Director Emery/Personnel Committee)
 - 6.4) Approval to create a Field Customer Care Representative II designation. (No Budget Impact Human Resources Director Emery/Personnel Committee)
 - 6.5) Approval of revision to Organizational Structure moving the G.I.S. Coordinator position from the Engineering Department to the Information Technology Department. (No Budget Impact Human Resources Director Emery)
 - 6.6) Approval to co-sponsor cultural training with the City of Palmdale. (\$5,200.00 Budgeted Human Resources Director Emery)
- 7) 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.)
 - 7.1) Consideration and possible action on Financial Analysis Study for Replacement Water Assessment. (No Budget Impact Deputy Water and Energy Resources Director/AVSWCA Assistant General Manager Thompson II)
 - 7.2) Consideration and possible action on options to fill the vacant Division 3 Board of Directors' seat. (General Counsel Dunn)
 - 7.3) Consideration and possible action on Board of Directors compensation comparison survey. (No Budget Impact Director Mac Laren/Human Resources Director Emery)
 - 7.4) Consideration and possible action on outreach activities for 2019. (Public Affairs Director Shay)
 - a) Outreach report.
 - b) Upcoming events/2019 plans.
 - c) Outreach recommendations from Directors.
 - 7.5) Consideration and possible action on authorization of the following conferences, seminars, and training sessions for Board and staff attendance within budget amounts previously approved in the 2019 Budget:
 - a) None at this time.

- 8) Information Items:
 - 8.1) Reports of Directors:
 - a) Meetings/General Report.
 - b) Standing Committee/Assignment Reports (Chair):
 - 1) Antelope Valley State Water Contractors Association.
 - 8.2) Report of General Manager.
 - a) March 2019 written report of activities through February 2019.
 - 8.3) Report of General Counsel.
- 9) Public comments on closed session agenda matters.
- 10) Closed session under:
 - 10.1) Conference with Legal Counsel Existing Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(1), to confer with Special Litigation Counsel regarding existing litigation to which the District is a party. The title of such litigation is as follows: *Antelope Valley Ground Water Cases*.
- 11) Public report of any action taken in closed session.
- 12) Board members' requests for future agenda items.
- 13) Adjournment.

ADAM LY,

Assistant General Manager

DDL/AL/dd

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Jennifer Emery, Human Resources Director

VIA: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 6.3 – APPROVAL OF MANAGEMENT TRAINING

PROGRAM BY TIANA SANCHEZ INTERNATIONAL, LLC. (\$29,240.00 – BUDGETED – HUMAN RESOURCES DIRECTOR EMERY/PERSONNEL

COMMITTEE)

Recommendation:

Staff and the Personnel Committee recommend approval of a one-year management training program by Tiana Sanchez International, LLC. in the not-to-exceed amount of \$29,240.00.

Alternative Options:

The alternative is to not have this management training in 2019.

Impact of Taking No Action:

Palmdale Water District is located a significant distance from traditional management education. This means that our managers have limited opportunities to expose themselves to new and innovative management education.

Background:

The District approved a communication training program for our Treatment Plant staff in 2018. This year we would like to continue this process by providing our management with a year long situational leadership program that follows the Ken Blanchard leadership model. This training will consist of online training along with quarterly in person training sessions. The management team will have access to the Ken Blanchard Situational Leadership learning portal for a full year and will be given assignments and goals throughout the year.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence This item directly relates to the District's Mission Statement.

Budget:

The cost of this training would be \$29,240.

Supporting Documents:

Business Proposal

CONTACT US

Tiana Sanchez International, LLC

10326 Sparkling Drive, Suite 1 Rancho Cucamonga, CA 91730 W: www.nolimit2yoursuccess.com E: info@nolimit2yoursuccess.com T: +800 349 0941

Tiana Sanchez International, LLC

Adding Value to the People We Serve

BUSINESS PROPOSAL

MANAGEMENT TRAINING FOR DEPARTMENT LEADERS

PREPARED FOR:

Jennifer Emery

Human Resources Director

Palmdale Water District

2029 E. Avenue Q,

Palmdale, CA 93550

CREATED 01/25/2019

VALID UNTIL 02/08/2019







ABOUT US



An Organizational Training and Development firm working in tandem with for profit, nonprofit businesses, and colleges to foster a more competent and confident workforce in the new economy.

OUR PROFILE

We are an Organizational Training and Development practice working in tandem with businesses and colleges to foster a more competent and confident workforce in the new economy.

WHAT WE DO

- Help companies retain a competitive edge in the marketplace adding tremendous value to the people they serve
- 5 Teach competency-building strategies that leverage experience and support corporate objectives
- 5 Improve individual and team performance

Tiana Sanchez International, LLC helps companies recognize the value of talent and the potential risks of not developing it. We help frontline staff, managers, leaders, emerging leaders, and students develop relevant competencies to help them perform better in their career. Training is delivered with integrity, focusing on achieving outcomes, significant to the participants, steering each participant in the direction to act. We help people RE-THINK their leadership potential to create a BIGGER impact within the organization. As a result, they retain a competitive edge in the marketplace adding tremendous value to the people they serve.

Tiana has 17 years of managerial and training experience working with CEO's and Educators alike toward a more qualified, capable and confident workforce. We work with organizations that are in a "state of change" and struggling to meet corporate objectives resulting in mediocre performance and low productivity. We are dedicated to improving overall performance through assessment, training, coaching, solution-based strategies and self-mastery.







Be the Leader Your People Need



THE SLII EXPERIENCE™

You want your managers to be effective and know how to lead successful teams. But often, they don't have the skills to be flexible leaders, so they don't lead their people as effectively as they could. Many organizations struggle with finding training solutions that will develop their leaders to be the best they can be.

We know how frustrating it can be when your managers lack what it takes to impact performance. Research shows that employees need different levels of direction and support from their leader, depending on the task at hand. The problem is that most managers have only one leadership style that they apply to everyone, in every situation. The best leaders are situational leaders. They know how and when to provide the right leadership to help their team members succeed.

As the world's most taught leadership model, SLII® teaches managers the skillset they need to guide their people through predictable stages of development and provide them with what they need to be successful. Backed by years of research and proven results, the SLII framework has stood the test of time. When people get the leadership they need when they need it, their performance accelerates, work passion increases, and your organization thrives.

Training your managers to be situational leaders will result in:



Accelerated Development



A Common Leadership Language



Increased Retention and Morale



Proactive Problem



Blanchard Channel Partner Network Partner

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Executives & Senior Level Managers

roles who want to increase their effectiveness

Executives and senior-level managers

Mid-level or new managers or supervisors

A Common Leadership Language

THE PROVEN FORMULA TO BUILD SITUATIONAL LEADERS

Organizations can choose how they deliver The SLII Experience[™], allowing learners to be more in charge of their learning journey beyond the classroom. Each delivery format follows a four-part learning path to ensure your managers master the content and become situational leaders.

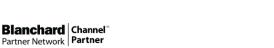
- LAUNCH—Receive a portfolio of assignments to explain the concepts and engage learners in the content of SLII
- LEARN—Participate in activities that will teach leaders the skills and language they need to become a situational leader
- PRACTICE—Participate in activities that will develop new skills through robust. real-life practice
- MASTER—Participants will assimilate strategies to deepen and extend the learning so that it becomes second nature to set SMART goals, diagnose development level, and use the matching leadership style

When you work with Blanchard to deepen the skills of your leaders, you can be confident that you'll make an impact in your organization. We partner with you each step of the way to teach you proven best practices that will result in the greatest return on your investment. Leaders deserve to be equipped with the right framework and tools to be successful. With more effective managers, morale and engagement will go up, team members will feel supported, employees will become more creative problem solvers, and overall company productivity will increase.

READY TO GET STARTED?

Here's how to implement a successful training initiative, in three easy steps:

- 1. Decide we'll help you decide who gets the training and why
- 2. Prepare we'll help you order materials and prepare the facilitator
- 3. Deliver we'll help you deliver impeccable training at your company





Contact Us www.nolimitzyoursuccess.com | 1.800.349-0941 | info@nolimitzyoursuccess.com

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SCOPE OF WORK

STEP I

STEP II

STEP III

STEP IV

Define and articulate learning outcomes for participants.

Provide a thorough overview of subject matter and conduct leadership assessment. LAUNCH. Provide quarterly training, F2F and via an online learning portal facilitated by an expert trainer. LEARN & PRACTICE.

Review and evaluate the return on expectations. Provide post-training support up to 12 months. MASTER.

The SOW includes a description of services, deliverables, and outcomes that are expected to be provided by Tiana Sanchez International, LLC. The SOW includes a time line for all deliverables. The Specialized Management Training outline is below. Our goal is to support PWD leadership and as a result, leaders will become more effective in their role and acquire the necessary leadership skills they need. To achieve this goal, we have incorporated key elements for increased retention of information, accountability, self-awareness, 1:1 coaching and a hybrid learning approach of both online and in-class training. All topics will include elements of Trust, Communication, and Accountability.

STEP

- Set clear objectives and outcomes
- S Consult with Human Resources for additional guidance
- 6 Communicate learning outcomes with everyone

Define and Articulate Learning Outcomes for Everyone

Consult and work collaboratively with Palmdale Water District HR leader and department managers on articulating the learning outcomes for everyone. Learning objectives are discussed and clarified with the team. Personal and professional goals are set and discussed. Through management development, we strive for improved leadership effectiveness, accountability, and increased trust.









- Subject Matter Overview
- S Assessment Administration and Interpretation
- 5 One on one Coaching

STEP III

- S LIVE, F2F sessions for increased engagement.
- 5 Expert facilitation, group exercises, relevant subject matter.
- Access to user-friendly Learning Portal

STEP IV

- S Clarify and refine expectations of key business stakeholders
- 5 Evaluation occurs before, during and after training.

LAUNCH: Program Overview, Leadership Assessment, 1:1 Coaching

A program overview of **Situational Leadership II** will be provided to department leaders of Palmdale Water District. Each participant will receive and complete the PXT assessment which will be accompanied by a one on one coaching session. Training will support the company's strategic initiative of "OPERATIONAL EXCELLENCE." Training will emphasize company best practices, support core values, and the mission and vision of Palmdale Water District. Customization may include industry-specific business scenarios and verbiage specific to the company. **Deliverables will include a copy of the assessment results during the 1:1 coaching session.**

PRACTICE & LEARN: Kick-Off, Quarterly Training and Intermediary Learning

Department manages will receive highly engaging, relevant, and leadership-centric training. Mangers will learn the skillset they need to guide their people through predictable stages of development and provide them with what they need to be successful. Subject matter includes but is not limited to Establishing Clear Expectations through Alignment Conversations, Diagnosing Development Levels of Others for Improved Performance, Adjusting Leadership Styles to Build Others Competence and Commitment. Deliverables include four, half-day (4-hour) group training sessions with an experienced trainer/facilitator.

Review and Evaluate the Return on Expectations (ROE)

The effectiveness of training will be evaluated using the Kirkpatrick model, *The Four Levels of Evaluation: Reaction, Learning, Behavior, and Results.* The participant and his/her boss will be instrumental in helping to reinforce new skills and converting expectations into business outcomes. **Deliverables: Review and evaluate progress made with the participant, his/her boss, and Human Resources.**







TRAINING TIMELINE/DETAIL

Month	Jan	Feb	Mar	Apr- May	Jun	July- Aug	Sept	Oct- Nov	Dec.	Jan 2020
Approval & Goals Set										
Admin. Set-Up										
Quarterly Training										
Intermediary Learning, Pre-Work										
Review & Evaluate										

Professional Development for Twelve (12) Department Leaders

A twelve-month, specialized management training program with a blended approach that allows pre and post lesson review, face-to-face learning, and intermediary learning via an online portal. It includes (1) hour of coaching, (4) hours of structured training per quarter, an evaluation of learning, and post-training support.

DESCRIPTION	DATE	PRICE
QUARTERLY (F2F) TRAINING: Provide four (4), 4-hour Management Training Sessions for select Palmdale Water District Department Managers over a period of 9-12 months. <i>Daily facilitation rate for this program is</i> \$5000. Pre-work and Set Up begin in February	03/23/2019 thru 12/31/2019	\$20,000
COST OF TRAINING MATERIALS: Each participant will receive course materials during live training courses and electronically via a learning portal. Materials: Situational Leadership II - \$4740 (\$395/person), PXT Assessment - \$2000 (\$250/person) Please note, this cost excludes the four managers that have taken the assessment.	2/25/2019	\$6,740
EVALUATION OF TRAINING, PRE AND POST: Effective Training and Training Effectiveness will both be measured including but not limited to Satisfaction and Knowledge Acquired, Changed Behaviors, Business Impact, ROI and Factors Affecting Results.	03/12/2019 thru 01/31/2020	\$5,000
INTERMEDIARY LEARNING: Self-paced, "outside of the classroom" assignments and goals will be required by all participants.	02/01/2019 Thru 11/30/2019	included
PARTIAL CREDIT APPLIED FOR UNUSED TRAINING MATERIALS		<2,500>
Total cost of services and cost of goods.	\$29,240	









General and special arrangements, provisions, requirements, rules, specifications, and standards

Terms and conditions set the rights and obligations of the contracting parties, when a contract is awarded or entered. These include "general conditions" which are common to all types of contracts, as well as 'special conditions' which are unique to a specific contract.

SPECIAL TERMS

Term of Agreement. The initial term of this Agreement shall be for a period of 9-12 months (the "Initial Term") from the date of execution by both Company and Client. Upon completion of the Initial Term, the Client has options. The Client may wish to continue with services in which case a new agreement will be drawn and signed. If Client opts out, no further action is required by either party.

CONFIDENTIALITY

It is agreed that Company personnel may enter client's office if requested services require such entry. Company shall hold personal information regarding Client and the services requested in the strictest confidence. Company will commit to protect Client's confidential information with the same care, and to the same extent, as it protects its own confidential information or proprietary information

INDEMNIFICATION

Client shall indemnify and hold Company harmless from all claims, losses, damages, or injuries arising from the death or injury of any person or persons, or from damage to or destruction of any property, arising from the performance of this Agreement, except those claims arising out of the sole negligence or willful misconduct of the Company or its agents or employees.

SPECIAL CONDITION

Everyone in the program is encouraged to attend each session to get the full benefits of training. Everyone in the management development program is encouraged to complete all pre-work and assignments to receive the full benefits of the training. Results may vary per individual. If the client makes a request to add a new manager to the program after the signing of this agreement, the client must pay the cost of materials for each additional manager. If a manager is terminated from the program, the client can replace that manager but must also pay the cost of materials.

SPECIAL CONDITION

The Client will identify and confirm individuals in the program, provide names, titles/positions and email addresses for each person 2-4 weeks before coaching commences. Any missed or cancelled sessions must be provided in writing 24 hours before the scheduled session(s). Missed sessions do not negate the responsibility for payment of services. Client will be billed according to this agreement.







OUR CLIENTS



Multinational food products company



Non-profit helps cancer research for children



AIDS Services Foundation Orange County



Gourmet fast food American icon since 1946



Southwest College Educational institution for diverse students



Largest county in the U.S. by total area



US Based Financial Wellness Company



Abundant Living Family Church – Multicultural Church

SPECIAL REVIEW

Duane Vajgrt

Board President, AIDS Services Foundation

"I was extremely impressed with Tiana's effectiveness. She was very energetic, upbeat, and engaging. She effectively engaged the entire group in fun but illustrative processes."

Lisa Merrell

Director of Operations, HDOS Enterprises

"I have participated in many workshops of this type but never have they been so poignant and usable. Great results, good value, high integrity."







OUR AGREEMENT

This agreement is made between **Tiana Sanchez International**, **LLC**, ("Company") and the Palmdale Water District ("Client")

Scope of Services/Payment: Client hereby agrees to the **Palmdale Water District Management Training Program**, outlined in this agreement, for twelve (12) department leaders commencing on or around February 20th, 2019 and end on or around January 1, 2020.

The Client will be immediately invoiced and payment for "cost of goods" is due upon the signing of this agreement. The client agrees to a one-time fee of \$6,740 for cost of goods (please refer to page 6, table, 2nd line item) and a monthly installment, starting **March 1, 2019**, in the amount **of \$2,250**. Payments are due 30 business days after issue. Acceptable forms of payment are electronic or via paper check made payable to the business name and mailed to the business address. Client agrees to provide on-site or off-site location for monthly training sessions (if applicable). Client is responsible for coordinating, communicating and scheduling training sessions in conjunction with the Company.

Waiver. This is a service contract. Any and all warranties set forth in this Agreement are in lieu of all other warranties, express or implied, including, without limitation, any warranties of merchantability or appropriateness for a particular purpose. Company warrants the services will be rendered in a professional manner. In no event, will Company's liability of any kind include any special, incidental or consequential damages, i.e. damages for lost data, profits and increased business expenses, even if Company has knowledge of such potential loss or damages. Company will disclose any knowledge of issues to Client. Client acknowledges that Company is not responsible for the results obtained by the Client when using any of Company's services. Client waives any claim for damages, direct or indirect, and agrees that its sole and exclusive remedy for damages (either in contract or tort) is the return of the consideration paid to Company as set forth herein. No action, regardless of form, arising out of the services rendered, under the Agreement, may be brought by either party more than one year after the cause of action has occurred. In no event shall Company be held liable for consequential damages.

Relationship. Notwithstanding any provision hereof, Company is an independent contractor and is not an employee, agent, partner or joint venturer of Client and shall not bind nor attempt to bind Client to any contract. Company shall accept any directions issued by Client pertaining to the goals to be attained and the results to be achieved by Company, but Company shall be solely responsible for the manner and hours in which the services are performed under this Agreement.

Attorneys' Fees. If any legal action is brought by Company to recover amounts due under this Agreement, Company shall be entitled to recover reasonable collection costs incurred, including but not limited to, attorneys' fees.







THANK YOU

Thank you for partnering with **Tiana Sanchez International**, **LLC** for your executive coaching needs. Review the terms of the proposal and sign where indicated. Please contact me directly with any questions at 800.349.0941 or 310.386.6368.

Respectfully Submitted by:

Tiana Sanchez, CEO
Tiana Sanchez International, LLC
10326 Sparkling Drive Ste 1
Rancho Cucamonga, CA 91730
Date: January 25, 2019

Accepted by:

Jennifer Emery, Human Resources Director Palmdale Water District 2029 E. Avenue Q, Palmdale, CA 93550 Date: Tiana Sanchez International, LLC Adding Value to the People You Serve

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Jennifer Emery, Human Resources Director

VIA: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 6.4 - APPROVAL TO CREATE A FIELD

CUSTOMER CARE REPRESENTATIVE II DESIGNATION. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR

EMERY/PERSONNEL COMMITTEE)

Recommendation:

Staff and the Personnel Committee recommend that the Board revise the Field Customer Care position to allow for advancement from the level I to the level II position to be consistent with the office Customer Care Representative positions.

Alternative Options:

The alternative is to only have one Field Customer Care Representative II position.

Impact of Taking No Action:

The current organizational chart limits opportunities for flexibility of staffing as the work flow of the department changes during the month. The current structure has the level II position overloaded part of the month and the level I positions overloaded during the meter reading periods.

Background:

This will allow a maximum number of staff to be skilled in a maximum number of tasks and thereby reduce staffing stressors within the department. The District approved this structure for the office Customer Care staff a few years ago, and the Facilities Department also has this structure.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence This item directly relates to the District's Mission Statement.

Budget:

This would fall within the 2019 budget.

Supporting Documents:

N/A

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Jennifer Emery, Human Resources Director

VIA: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 6.5 - APPROVAL OF REVISION TO

ORGANIZATIONAL STRUCTURE THE **MOVING** *G.I.S.* COORDINATOR **POSITION FROM** THE **ENGINEERING** DEPARTMENT THE INFORMATION **TECHNOLOGY** TO DEPARTMENT. (NO BUDGET IMPACT - HUMAN RESOURCES

DIRECTOR EMERY/PERSONNEL COMMITTEE)

Recommendation:

Staff and the Personnel Committee recommend that the Board approve moving the GIS Coordinator position into the Information Technology Department.

Alternative Options:

The alternative is to leave this position in the Engineering Department.

Impact of Taking No Action:

The impact of leaving this position in Engineering would be to limit the scope of this position to its original duties of keeping maps and records.

Background:

This position was created to fulfill a specific need within the Engineering Department, and while this need still exists, the scope of GIS utility within the District has expanded well beyond this original idea. GIS is now an integral part of most water districts playing a part in engineering, emergency management, facilities record keeping, etc. In order to accommodate anticipated growth in this field and a more integrated GIS program, we would like to move this position into our IT Department.

Strategic Plan Initiative/Mission Statement:

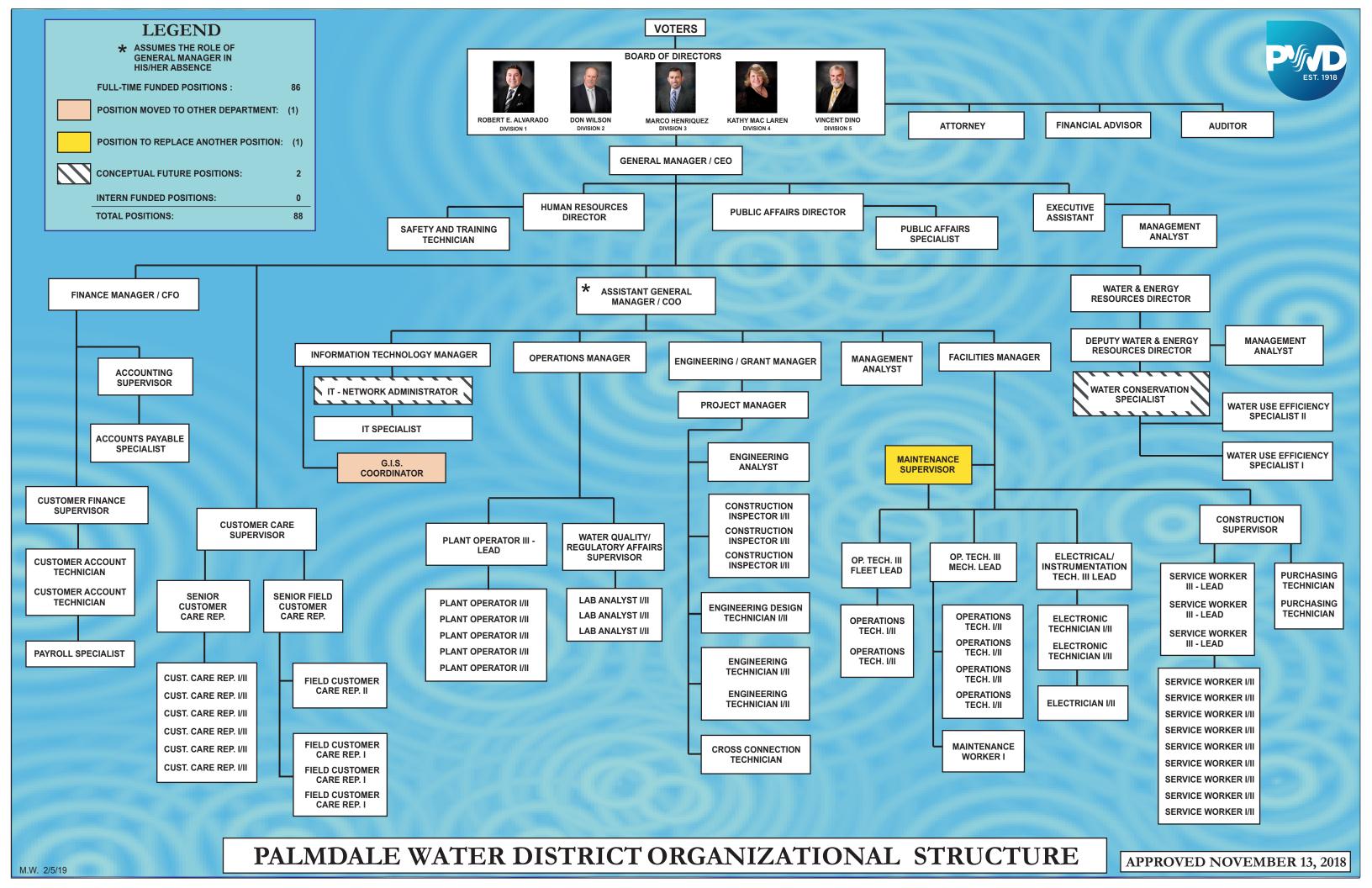
This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence This item directly relates to the District's Mission Statement.

Budget:

This would fall within the 2019 budget.

Supporting Documents:

- Organizational Chart
- GIS Coordinator job description



GIS COORDINATOR

FLSA Status: Non-Exempt

DEFINITION

To perform a wide variety of routine to complex technical duties in developing, implementing and supporting the District's geographic information systems (GIS) database; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the IT Manager.

<u>EXAMPLES OF ESSENTIAL DUTIES</u> - Duties may include, but are not limited to, the following:

Maintain parcel base map and street center line data.

Assist in establishing, coordinating and implementing long-range GIS planning; forecast and analyze system needs.

Assist users in identifying and meeting their automation needs and developing alternative solutions.

Assist in planning, preparation and implementation of GIS related projects.

Help to create, maintain and validate GIS layers and attribute data created by staff or vendors. Integrate various data sets with GIS base map layers.

Prepare technical documentation such as requirement specifications, data definitions and instructional manuals relevant to the functionality and use of GIS software.

Instruct department personnel on GIS software and prepare course materials as needed.

Assist in communicating system status and planned upgrades to end users.

Provide GIS technical support to all levels of staff in response to requests received by the Information Technology Help Desk Support Line.

Implement and troubleshoot GIS software.

Coordinate the management of GIS related projects that may reach across multiple departments.

May act as a liaison with local and state agencies and vendors in the development of programs, policies, guidelines, and service levels related to GIS.

Responsible for developing and maintaining standards for GIS layers.

Assist in producing maps to support District needs and prepare customized reports.

Prepare and review technical designs, maps, drawings, visual aids, and graphic presentation materials related to District facilities projects.

Using a variety of technical engineering software including computer aided design/drafting (CAD), produce and maintain maps via geographic information systems (GIS); maintain and make adjustments to the District's distribution system hydraulic model.

Maintain mapping and recording of the District's conveyance and distribution systems and related water facilities.

Provide database management of maps and records; add new layers, edit documents or make corrections as needed to document project and engineering/construction history and maintain District mapping records in an up-to-date status.

Create and run queries and prepare format output for various routine and special reports required by District departments; update programs and systems with patches and service pack releases provided by outsourced vendors.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Advanced computer software applications such as CAD and ESRI ArcGIS.

Relational database structure.

Basic network operations.

Global Positioning System (GPS)

Property research and real property legal descriptions.

District policies and procedures, engineering standards, and pertinent local, State, and Federal laws, ordinances and rules.

Principles and practices of technical report writing and data presentation.

Principles of algebra, geometry, and trigonometry.

Basic surveying practices and related equipment.

Principles and practices of recordkeeping.

Microsoft software used in word processing, spreadsheet, and database applications.

Web and GIS application development using HTML, Active Server Pages (ASP), Python and ESRI plug ins.

English usage, spelling, punctuation, and grammar.

Principles and practices of good customer service.

Use a variety of computer software to maintain databases and records.

Maintain and update a variety of electronic and hardcopy files.

Learn District policies and procedures and engineering standards.

Learn principles and practices of property research, including boundary determination and land title examination.

Work outside under a variety of climatic and geographic conditions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Ability to:

Work independently or as a team member.

Work on multiple projects, multitask.

Maintain work effectiveness and meet deadlines with frequent changes in workload and priority of assignment while keeping affected parties appraised of progress.

Establish and maintain effective working relationships with District staff, external customers and vendors.

Exercise independent judgment to identify and resolve problems effectively and efficiently without supervision.

Communicate clearly and concisely, both orally and in writing highly technical content in terminology easily understood by the end user.

Utilize knowledge of production systems to minimize downtime during the deployment of new software or update.

Quickly adapt to, learn and apply new technologies as they may be applied to GIS applications.

Maintain a high degree of confidentiality while working with privileged, sensitive and highly personal information.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical and numerical information, including engineering calculations; observe and problem solve operational and technical policy and procedure; and explain regulations and procedures to others.

On a continuous basis, sit at desk for long periods of time; intermittently stand at counter; walk, bend, twist, squat, and kneel while performing field work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Perform mathematical calculations with speed and accuracy.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in GIS operations and maintenance including analysis, design, support, training and documentation.

Training:

Equivalent to an Associate's degree from an accredited college with an emphasis in GIS or a closely related field and specialized certifications applicable to current trends in GIS. Possession of a bachelor's degree in a related field is highly desirable. major course work in relational database management is highly desirable.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Approved:

I have reviewed this job description w	ith my Supervisor and agree with its contents
Employee Signature	Date
Supervisor Signature	 Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Jennifer Emery, Human Resources Director

VIA: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 6.6 – APPROVAL TO CO-SPONSOR CULTURAL

TRAINING WITH THE CITY OF PALMDALE. (\$5,200.00 – BUDGETED – HUMAN RESOURCES DIRECTOR EMERY/PERSONNEL COMMITTEE)

Recommendation:

Staff and the Personnel Committee recommend that the Board approve co-sponsoring a "Synergy Team Power Event" with the City of Palmdale in the not-to-exceed amount of \$5,200.00.

Alternative Options:

The alternative is to forgo this event.

Impact of Taking No Action:

The impact of not having this event would be to have the City of Palmdale sponsor the event on their own.

Background:

Previously the Palmdale Water District and the City of Palmdale co-sponsored a Leadership Training event. The feedback from the City of Palmdale was extremely positive, and it was an opportunity for the District management to interact with the community. The Synergy Team Power Event is a 4-hour session with half of the District's staff attending the morning session and half of the District's staff attending the afternoon session. It is structured around teambuilding and culture and will build strong comraderies between District staff and City staff.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Regional Leadership This item directly relates to the District's Mission Statement.

Budget:

The cost of this event would be approximately \$5200.00.

Supporting Documents:

Proposal



Α

Special

Synergy Team Power Event

A World Renowned Team Building Experience

for





Designed and Presented by:
Chris Alexander
Synergy Executive Education
tel: 949/838-4970
CAlexander@SynergyTeamPower.com
SynergyTeamPower.com



The Objective

The objective of the Synergy Team Power Program is to elevate interdepartmental and cross cultural interpersonal communication, enhance co-operation and build a motivated high-performance team that will exceed internal and external customer expectations.

General Description

The Synergy Team Power Program is a powerful attitudinal, motivation and communication interactive learning experience. This program is designed to build a foundation for successful change and is effective for setting the stage for improved performance, culture change and motivational team building programs.

The Synergy Team Power Program actively engages participants by enhancing interpersonal communication, creativity and team spirit.

Teams go through a series of experiential - learning by doing - exercises and games that tap into individual strengths and contributions to the team. All group dynamic exercises and games are carefully selected and customized to suit your individual goals and objectives.

The Synergy Team Power Program can be held at almost any location: conference centers, resorts, clubs, schools, parks or on-site training facilities.

Duration Options:

- 1. Customized four (4) hour (½ day) structured Team Building and Communication Event or
- 2. Customized eight (8) hour (full day) structured Team Building and Communication Event



Synergy Team Power Event Overview

Please note: This is a general overview of our most popular event/program.

Introduction to Synergy

All Synergy workshops and events begin with a highly interactive, fast start module. This introduction will include outstanding meeting openers that will engage the entire group and set the tone for the workshop.

Proactive vs. Reactive Communication

The introduction leads directly into the importance of personal proactive thinking vs. reactive thinking. It demonstrates, for example, how "no right result can come from wrong-reactive thinking" in any area of life.

The 5 Success Habits of High-Performance Teams

- Build Trust
- Right Mental Attitude (RMA)
- Make it Fun
- Be the First-Giver
- Be a Synergist

The Challenge of Change

This segment includes a powerful case study that brings all of the learning points in this workshop together in a interactive and powerful way. Shifting mindsets, attitudes and building trust, is a powerful benefit in the business world today. As Alvin Toffler said, "Unless we can adapt and adjust to change, we're always going to be in a state of future shock." We have to be prepared to anticipate, acclimate, and activate the changes needed for high-performance teamwork. We have to listen to other peoples' ideas, their points of view, and change the way that we do things.

Synergy Human Scrabble Game

A physical high energy game perfect for your team. This game is designed to send clear messages which communicate the importance of working together to achieve goals. It also demonstrates the importance of buying into new ideas and concepts and working on communication, planning and execution.

Synergy Goal Setting

A fun team accountability, responsibility, and performance project. The group will finalize the day by selecting 5 specific team improvement goals. These goals will be distributed and implemented on a daily basis to improve communication, teamwork, and collaboration.



Financial Investment

Customized Synergy Team Power Event

4 hour event - \$3,500 8 hour event - \$4,500

Includes instructional design, all workbooks, training materials, and individual take-aways. (Published books not included) We provide LCD projector, Laptop and sound system at no additional charge.

Terms of Business:

- 1. Travel, accommodation and location costs are not included (possible one night accommodation)
- 2. For workshops, events and seminars, an official purchase order or a booking fee of 50% will be due on presentation of invoice.
- 3. Any cancellations within 14 days of date of retreat/workshop will be charged for.
- 4. Booking fees are non-refundable.

Signed and accepted on	day of 2018.	
for Palmdale Water District	for City of Palmdale	for Synergy Executive Education



By joining our experience, knowledge, creativity and abilities, we will cause a much greater positive effect.

Synergistically yours,

Chris Alexander

Mio flexandos

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Mr. Peter Thompson II, Deputy Water and Energy

Resources Director

VIA: Mr. Jon Pernula, Water and Energy Resource Director

Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 7.1 - CONSIDERATION AND POSSIBLE

ACTION ON FINANCIAL ANALYSIS STUDY FOR REPLACEMENT WATER ASSESSMENT. (NO BUDGET IMPACT – DEPUTY WATER AND ENERGY RESOURCES DIRECTOR/AVSWCA ASSISTANT

GENERAL MANAGER THOMPSON II)

Recommendation:

Staff recommends approval of the Financial Analysis Study for Replacement Water Assessment.

Alternative Options:

The Board could not approve the Financial Analysis Study for Replacement Water Assessment.

Impact of Taking No Action:

There would be no rate structure for replacement water costs.

Background:

The Antelope Valley Watermaster is compelled by the court to require groundwater pumpers to replace water in the Antelope Valley Groundwater Basin when they have pumped over their adjudicated right. The Antelope Valley State Water Contractors Association (AVSWCA) would be a primary source for providing this replacement water due to their collective ability to import water and recharge the basin. To this end, AVSWCA contracted with Raftelis to determine a rate structure that included replacement costs for pumpers both inside and outside of the AVSWCA collective service area. This is important as those pumpers within our service area have

BOARD OF DIRECTORS PALMDALE WATER DISTRICT

VIA: Mr. Jon Pernula, Water and Energy Resource Director

Mr. Dennis D. LaMoreaux, General Manager

March 19, 2019

helped pay the fixed costs of the State Water Project (SWP) through their property taxes while those outside have not. The cost for replacement water to be charged to pumpers in our service areas is based on AVEK's cost to deliver raw water to agriculture users plus an additional 10% to capture the loss of water expected when recharging the replacement water. Pumpers outside of our service areas will pay this rate plus a charge to cover their proportional share of SWP fixed costs.

Raftelis has provided the AVSWCA with the financial model that allows staff to update it on an annual basis to account for changes in the average consumer price index and the annual fixed costs and deliveries as updated in the Department of Water Resources' annual Bulletin 132.

All individual agencies within the AVSWCA are presenting for approval the attached rate analysis. If approved, the AVSWCA will consider it for approval and submission to the Antelope Valley Water Master.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Initiative No. 1 – Water Resource Reliability and Strategic Initiative No. 5 – Regional Leadership.

This item directly relates to the District's Mission Statement.

Budget:

No budgetary impact.

Supporting Documents:

 Financial Analysis Study for Providing Replacement Water Assessment prepared by Raftelis Financial Consultants, Inc. for the Antelope Valley State Water Contractors Association

ANTELOPE VALLEY STATE WATER CONTRACTORS ASSOCIATION

Financial Analysis Study for Replacement Water Assessment

Draft Report / March 6, 2019

March 6, 2019

Mr. Matthew Knudson General Manager Antelope Valley State Water Contractors Association 2029 East Avenue Q Palmdale, CA 93550

Subject: Financial Analysis Study for Replacement Water Assessment

Dear Mr. Knudson,

Raftelis Financial Consultants, Inc. (Raftelis) is pleased to provide this Financial Analysis Study for Replacement Water Assessment Report (Report) for the Antelope Valley State Water Contractors Association (AVSWCA). The primary objective of the study was to perform a financial analysis of the imported water costs associated with AVSWCA's groundwater basin recharge, and to develop Replacement Water Assessment fees to be assessed to property owners or agencies outside of AVSWCA's service area.

This Report summarizes the key findings and recommendations related to the financial analysis conducted as part of the study. It has been a pleasure working with you, and we thank you and other key staff from Antelope Valley-East Kern Water Agency, Littlerock Creek Irrigation District, and Palmdale Water District for the support provided during the course of this study.

Sincerely,

Raftelis Financial Consultants, Inc.

Sudhir Pardiwala

Executive Vice President

Charles Diamond

Charles Diamond

Consultant

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Introduction

The Antelope Valley State Water Contractors Association (AVSWCA) is a joint powers authority created in 1999 to optimize the use of water resources and to protect surface water and groundwater storage within the Antelope Valley. AVSWCA's three member agencies include the Antelope Valley-East Kern Water Agency (AVEK), Littlerock Creek Irrigation District (LCID), and Palmdale Water District (PWD). Each of the member agencies has a contract with the California Department of Water Resources for entitlement to and delivery of imported water from the State Water Project (SWP).

The AVSWCA's service area lies within the adjudicated Antelope Valley Groundwater Basin. As part of the adjudication judgement, the Antelope Valley Watermaster is tasked with determining the amount of imported Replacement Water from the SWP to be used to recharge the groundwater basin in order to ensure that that the basin's Total Safe Yield is not exceeded. Imported SWP water to be utilized as Replacement Water will be purchased from AVSWCA's member agencies or other entities. AVSCWA is therefore interested in determining the per acre-foot (AF) cost for Replacement Water Assessments to be charged to groundwater producers within and surrounding its service area who do not have any entitlement in the SWP or rights in the Groundwater Basin.

Property owners subject to the proposed Replacement Water Assessments that reside within the service areas of AVSCWA's three member agencies contribute to the recovery of SWP capital costs through property taxes. However, property owners outside of the three member agencies' service areas (herein referred to as "Outside Users") do not own any entitlement rights and do not contribute to SWP costs. Therefore, it is appropriate for Replacement Water Assessments to be charged to Outside Users who are not SWP members or own rights in the Groundwater Basin. Although AVSWCA has preliminarily set the Replacement Water Assessment fee for groundwater users within its member agencies' service areas at \$415 per acre-foot for 2018, Replacement Water Assessment fees for Outside Users have to be developed.

The AVSWCA engaged Raftelis Financial Consultants, Inc. (Raftelis) in 2018 to conduct a Financial Analysis Study for Replacement Water Assessment (Study). The primary objective of the Study was to conduct financial analyses necessary to develop the proposed Replacement Water Assessments for Outside Users related to AVSWCA's groundwater recharge activities. This Financial Analysis Study for Replacement Water Assessment Report (Report) details the analysis performed by Raftelis as well as all results and recommendations.

Methodology & Assumptions

METHODOLOGY

Based on discussions with staff from each of AVSWCA's member agencies, Raftelis recommends establishing Replacement Water Assessment fees for Outside Users based on fixed cost payments made by each member agency to the California Department of Water Resources for the importation of SWP water as well as the variable cost associated with delivering Replacement Water. The member agencies and the property owners within their service areas continue to fund the fixed costs associated with importing SWP water. Therefore, if any SWP water entitlement of the three member agencies is utilized as Replacement Water by Outside Users, it is reasonable and equitable for the Outside Users to pay a Replacement Water Assessment based in part on the investments of the SWP members. AVSWCA's member agencies have been paying the capital costs of the SWP since the 1960s. The present value of those investments in the SWP should be accounted for in determining a fair price for the Replacement Water.

The primary steps required to calculate the proposed Replacement Water Assessment to charge to Outside Users are outlined below:

- 1. Calculate the unit rate designed to recover SWP fixed costs:
 - a) Determine the present value of SWP fixed costs through 2017 (delivery data, used in the analysis, was available through 2017) for all three member agencies as defined in Tables A, C, D, E, F, and G of each member agencies' water supply contract with the California Department of Water Resources. The SWP fixed costs included are the Capital Cost Component of the Transportation Charge, the Minimum OMP&R Component of the Transportation Charge, Delta Water Charges, Water System Revenue Bond Surcharge and Off-Aqueduct Power Facilities costs. The capital costs in each year is then converted to 2018 dollars using an average cost escalation factor of 3.9 percent which is equal to the average annual increase in the Consumer Price Index (CPI) between 1962 and 2017 as shown below in Table 1.

Table 1: Annual Cost Escalation

Key Assumption	Value	Notes
Annual Cost Escalation	3.90%	Average CPI from 1962 to 2017

- b) Calculate the fixed payment per acre-foot by dividing the result from Step 1a by total SWP deliveries received through 2017 across all three member agencies. This number represents the value of the SWP delivered water in dollars per acre-foot. This would represent the approximate value of purchasing SWP water entitlement and the corresponding deliveries.
- 2. Calculate the unit rate designed to recover variable water costs:
 - a) Take the existing Untreated Water Availability Charge rate in dollars per acre-foot for agricultural water delivered under terms of water service agreements through AVEK-owned facilities and adjust to account for 10% water loss due to leakage.
- 3. Add the SWP fixed cost unit rate from Step 1 and the variable cost unit rate from Step 2 to determine the Replacement Water Assessment for Outside Users to be charged by AVSWCA.

The following key inputs were utilized to calculate the proposed Water Replacement Assessment fees presented in this Report. Firstly, total SWP deliveries through 2017 to each member agency are shown below in Table 2. AVEK and LCID first began receiving SWP water in 1972, while PWD began receiving SWP water in 1985. Information on SWP deliveries was provided to Raftelis by member agency staff.

Table 2: Total SWP Deliveries through 2017 in Acre-Feet

Member Agency	SWP Deliveries
AVEK	2,242,419 AF
LCID	13,310 AF
PWD	338,659 AF
Total	2,594,388 AF

Analysis & Results

This section outlines the calculation of the proposed Replacement Water Assessment for AVSWCA. Table 3 below shows the determination of the present value of total annual SWP fixed cost payments for each member agency through 2017. As stated previously, SWP fixed costs included in this analysis are the Capital Cost Component of the Transportation Charge, the Minimum OMP&R Component of the Transportation Charge, Delta Water Charges, Water System Revenue Bond Surcharges, and Off-Aqueduct Power Facilities costs. Each of these annual costs in nominal USD are contained in Tables A, C, D, E, F, and G of each member agency's Water Supply Contract with the California Department of Water Resources. Raftelis then converted these costs into 2018 USD assuming annual cost escalation of 3.90% (as shown previously in Table 1). Table 3 below shows a summary of total SWP fixed cost payments through 2017 for each member agency in both nominal and 2018 USD. Please refer to Appendices A, B, and C for detailed SWP fixed costs by year and category for AVEK, LCID, and PWD respectively.

Member Agency	Total SWP Fixed Cost Payments (Nominal)	Present Value of Total SWP Fixed Cost Payments (2018 USD)
AVEK	\$518,309,936	\$1,110,446,654
LCID	\$8,009,081	\$17,901,835
PWD	\$77,201,475	\$160,873,533
Total	\$602,520,492	\$1,289,222,022

Table 3: Present Value of SWP Fixed Costs

Table 4 below shows the development of SWP fixed cost payments per acre-foot of delivery for AVSWCA's member agencies. The present value of total SWP fixed cost payments (from Table 3) is simply divided by the SWP entitlements in acre-feet (from Table 2) to arrive at unit cost per acre-foot. This result represents the unit rate to recover SWP fixed costs as described previously in Step 1b on page 2. The SWP fixed cost unit rate constitutes the first of two rate components used to determine the proposed Replacement Water Assessment.

Table 4: Calculation of Unit Rate to Recover SWP Fixed Costs

Line	Description	Amount	Notes/Source
1	Present Value of Total SWP Fixed Cost Payments	\$1,289,222,022	Table 3
2	Total SWP Deliveries	2,594,388 AF	Table 2
3	SWP Fixed Cost Unit Rate	\$496.93 / AF	= [Line 1] / [Line 2]

The second of the two rate components used to determine the proposed Replacement Water Assessment is the variable cost unit rate. This unit rate is designed to recover the variable cost of Replacement Water and is determined by taking the 2019 Untreated Water Availability Charge rate of \$406 per AF for agricultural water delivered under terms of water service agreements through AVEK-owned facilities and adjusting to account for an assumed 10% of water loss due to leakage. This calculation is shown in Equation 1 below.

Equation 1: Variable Cost Unit Rate =
$$\frac{\$406/AF}{100\% - 10\%} = \$451.11/AF$$

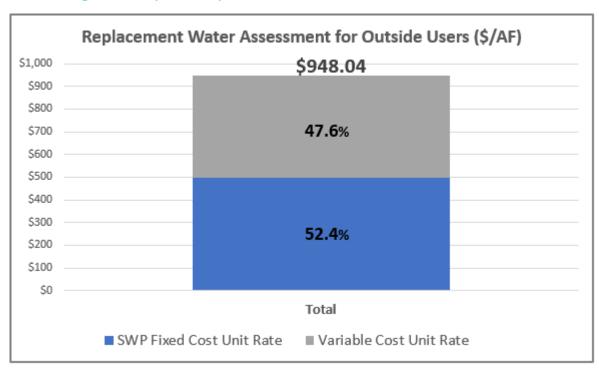
The proposed Replacement Water Assessment for Outside Users is determined by simply adding the SWP fixed cost unit rate (from Line 3 in Table 4) to the variable cost unit rate shown in Equation 1. The proposed Replacement Water Assessments for Outside is shown below in Table 5.

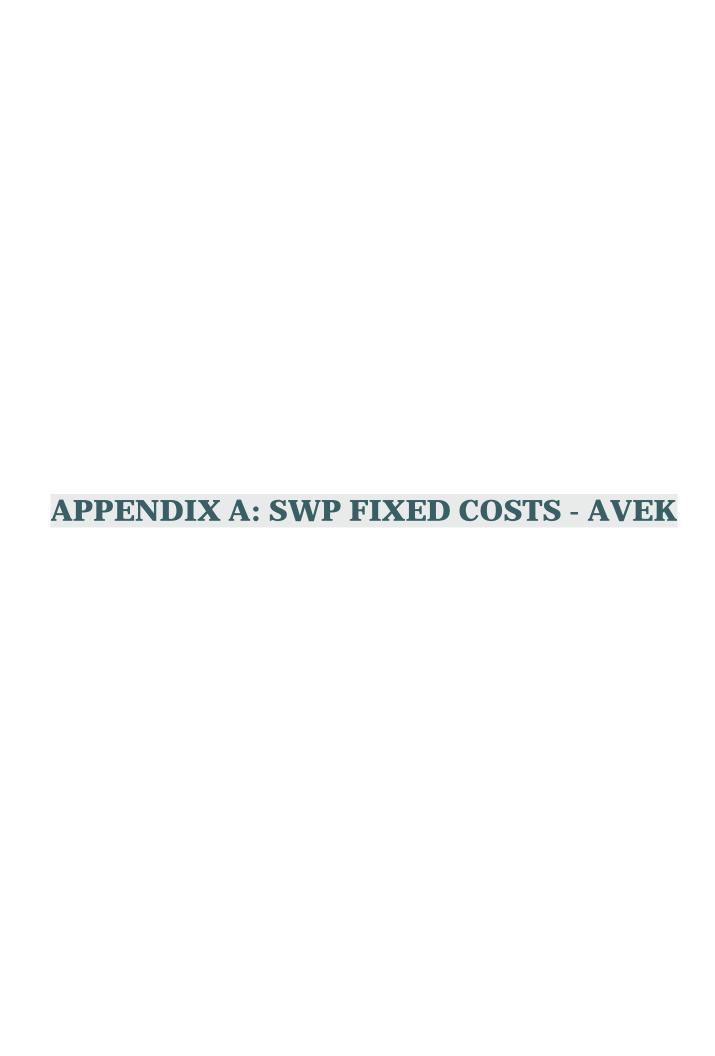
Table 5: Proposed Replacement Water Assessment for Outside Users

Line	Description	Amount	Notes/Source
1	SWP Fixed Cost Unit Rate	\$496.93 / AF	Table 4
2	Variable Cost Unit Rate	\$451.11 / AF	Equation 1
3	Proposed Replacement Water Assessment	\$948.04 / AF	= [Line 1] + [Line 2]

Figure 1 shows the proposed Replacement Water Assessment per acre-foot, as determined above in Table 5. The proposed Replacement Water Assessment of \$948.04 per acre-foot is split relatively evenly between the SWP fixed cost unit rate (52.4%) and variable cost unit rate (47.6%).

Figure 1: Proposed Replacement Water Assessment for Outside Users





Tables A, C, D, E, F, and G of the Water Supply Contract

between

The State of California

Department of Water Resources ANTELOPE VALLEY-EAST KERN WATER AGENCY

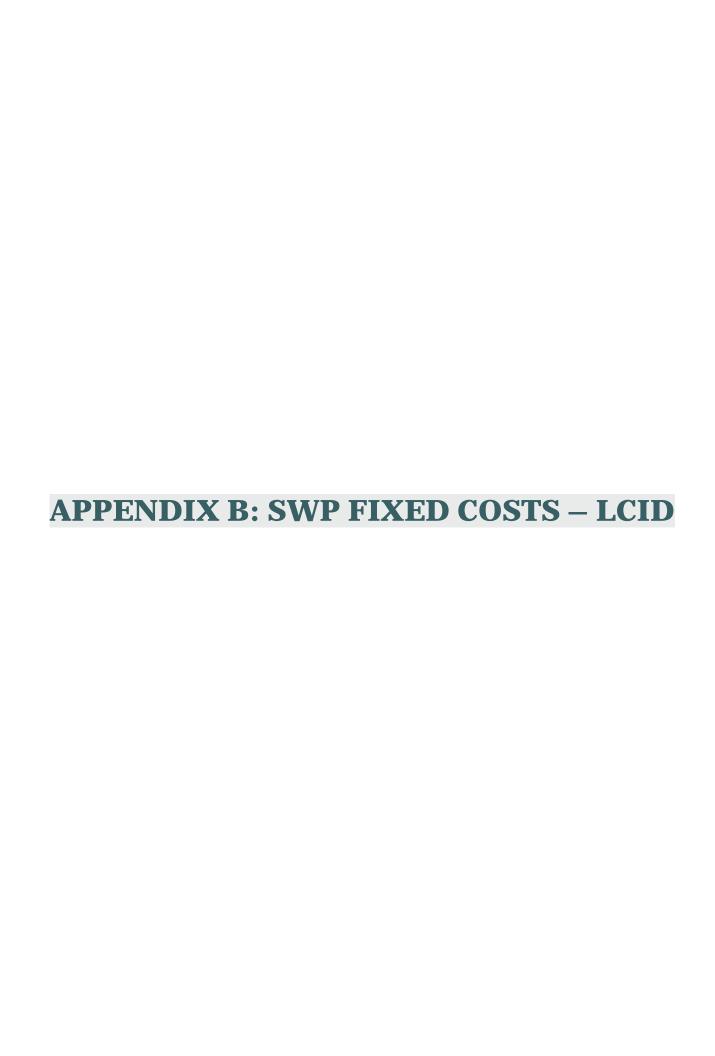
	Transportation Cha		ge					
	Capital Costs (Table D)							
Calendar Year	Annual Payment of Principal	Annual Interest Payment	Minimum OMP&R Component (Table E & G)	Delta Water Charges	Water System Revenue Bond Surcharge	Off-Aquaduct Power Facilities	RAFTELIS CALCULATED: Total Fixed Payments (Nominal)	RAFTELIS CALCULATED: Total Fixed Payments in 2018 \$
1960	-	-	-	-	-	-	-	
1961	-	-	-	-	-	-	-	-
1962	-	-	-	-	-	-	-	-
1963	3,656	46,476	-	-	-	-	50,132	411,121
1964	7,020	75,472	-	-	-	-	82,492	651,106
1965	13,398	47,551	-	-	-	-	60,949	463,010
1966	24,589	178,207	-	-	-	-	202,796	1,482,750
1967	47,671	250,066	-	-	-	-	297,737	2,095,201
1968	77,671	591,387	114,164	-	-	-	783,222	5,304,717
1969	114,658	867,559	88,040	-	-	-	1,070,257	6,976,698
1970	152,774	1,166,566	135,082	-	-	-	1,454,422	9,125,081
1971	188,395	1,053,317	186,373	-	-	-	1,428,085	8,623,524
1972	211,795	1,406,105	377,265	160,756	-	-	2,155,921	12,529,912
1973	227,084	1,734,633	461,155	222,207	-	-	2,645,079	14,795,794
1974	239,569	1,690,415	164,921	279,090	-	-	2,373,995	12,780,972
1975	253,219	1,507,558	574,928	319,822	-	-	2,655,527	13,760,026
1976	266,367	1,481,561	405,268	431,018	-	-	2,584,214	12,887,880
1977	280,012	1,476,986	638,666	469,922	-	-	2,865,586	13,754,693
1978	294,057	1,496,166	693,608	600,180	-	-	3,084,011	14,247,472
1979	309,317	1,480,783	712,340	720,173	-	-	3,222,613	14,328,955
1980	325,592	1,477,558	1,000,550	857,818	-	-	3,661,518	15,669,386
1981	351,120	2,268,109	733,695	1,355,100	-	-	4,708,024	19,391,613
1982	366,401	938,765	1,436,719	1,551,434	-	-	4,293,319	17,019,738
1983	392,086	1,617,658	2,407,048	1,110,994	-	1,083,881	6,611,667	25,226,392
1984	421,808	2,625,413	2,004,478	450,405	-	2,499,848	8,001,952	29,384,923
1985	449,800	1,790,324	1,944,232	565,881	-	3,749,257	8,499,494	30,040,430
1986	475,597	1,745,690	2,206,227	635,066	-	3,159,857	8,222,437	27,970,361
1987	502,492	1,782,829	2,533,025	652,450	-	3,167,759	8,638,555	28,282,844
1988	527,761	1,813,260	2,193,438	711,641	64,266	2,688,113	7,998,479	25,204,253
1989	553,780	1,824,686	3,193,094	2,083,593	205,668	2,357,669	10,218,490	30,991,144
1990	586,519	1,815,427	1,719,784	2,207,667	185,010	2,528,625	9,043,032	26,396,686

Tables A, C, D, E, F, and G of the Water Supply Contract between

The State of California Department of Water Resources

ANTELOPE VALLEY-EAST KERN WATER AGENCY

	Transportation Char		ge					
Calendar Year	Capital Cos Annual Payment of Principal	ats (Table D) Annual Interest Payment	Minimum OMP&R Component (Table E & G)	Delta Water Charges	Water System Revenue Bond Surcharge	Off-Aquaduct Power Facilities	RAFTELIS CALCULATED: Total Fixed Payments (Nominal)	RAFTELIS CALCULATED: Total Fixed Payments in 2018 \$
1991	618,476	1,785,880	2,644,074	2,454,678	296,854	1,048,414	8,848,376	24,858,983
1992	653,283	1,773,406	2,998,849	2,804,695	402,015	2,760,199	11,392,447	30,805,003
1993	688,496	1,666,698	2,667,894	2,811,318	424,871	3,559,487	11,818,764	30,758,188
1994	725,604	1,639,187	2,922,011	2,694,116	424,023	3,963,982	12,368,923	30,981,685
1995	763,215	1,652,147	3,088,320	2,883,156	500,084	4,324,009	13,210,931	31,848,649
1996	802,713	1,565,704	3,333,727	2,834,460	606,388	3,572,856	12,715,848	29,504,440
1997	842,729	1,624,187	3,322,103	3,133,957	626,151	3,411,379	12,960,506	28,943,327
1998	886,136	1,605,665	3,270,632	3,155,093	602,091	3,977,988	13,497,605	29,011,332
1999	929,559	1,593,859	4,090,299	3,262,870	826,108	3,696,973	14,399,668	29,788,448
2000	975,533	1,528,659	4,232,460	3,314,278	940,325	2,372,130	13,363,385	26,607,026
2001	1,022,242	1,512,697	4,040,411	3,315,004	925,355	2,680,895	13,496,604	25,863,590
2002	1,078,342	1,658,005	3,949,101	3,437,351	974,814	1,668,457	12,766,070	23,545,395
2003	1,130,557	1,579,003	5,598,522	3,365,016	1,015,056	1,445,146	14,133,300	25,088,621
2004	1,183,761	1,530,822	2,549,377	3,333,008	1,016,092	1,813,317	11,426,377	19,522,086
2005	1,239,565	1,489,361	2,664,386	3,461,814	959,268	2,047,638	11,862,032	19,505,685
2006	1,300,414	1,427,276	4,436,843	3,507,524	1,038,026	2,845,985	14,556,068	23,037,251
2007	1,366,303	1,373,827	4,762,823	3,855,524	666,215	2,990,954	15,015,646	22,872,574
2008	1,434,161	1,334,202	5,654,630	3,943,904	999,433	3,547,772	16,914,102	24,797,301
2009	1,503,269	1,373,641	3,726,039	4,310,140	1,080,062	3,357,450	15,350,601	21,660,342
2010	1,585,038	1,297,433	5,686,181	5,385,764	1,033,467	4,321,133	19,309,016	26,223,130
2011	1,672,991	1,250,140	4,229,644	5,928,431	1,116,181	4,952,954	19,150,341	25,031,412
2012	1,758,667	1,210,162	4,248,790	6,189,558	1,090,934	5,401,397	19,899,508	25,034,310
2013	1,812,060	1,128,915	6,343,556	6,550,942	1,186,869	2,563,236	19,585,578	23,714,509
2014	1,899,283	1,533,728	5,209,033	6,368,143	1,345,233	1,148,978	17,504,398	20,399,023
2015	1,954,611	1,479,091	9,320,182	8,666,793	1,288,246	530,003	23,238,926	26,065,298
2016	1,978,002	1,495,875	7,174,136	10,359,280	1,287,598	153,406	22,448,297	24,233,408
2017	1,906,927	1,461,139	5,510,660	9,976,357	1,186,800	120,731	20,162,614	20,948,956



Tables A, C, D, E, F, and G of the

Water Supply Contract between

The State of California

Department of Water Resources Littlerock Creek Irrigation District

	Tra	ansportation Char	ge					
Calendar Year	Capital Cos Annual Payment of Principal	ats (Table D) Annual Interest Payment	Minimum OMP&R Component (Table E & G)	Delta Water Charges	Water System Revenue Bond Surcharge	Off-Aquaduct Power Facilities	RAFTELIS CALCULATED: Total Fixed Payments (Nominal)	RAFTELIS CALCULATED: Total Fixed Payments in 2018 \$
1960	-	-	-	-	-	-	-	-
1961	-	-	-	-	-	-	-	-
1962	-	-	-	-	-	-	-	-
1963	-	-	-	-	-	-	-	-
1964	121	1,249	-	-	-	-	1,370	10,813
1965	227	1,459	-	-	-	-	1,686	12,808
1966	415	3,633	-	-	-	-	4,048	29,597
1967	809	4,875	-	-	-	-	5,684	39,999
1968	1,324	10,347	1,910	-	-	-	13,581	91,983
1969	1,966	15,024	1,474	-	-	-	18,464	120,362
1970	2,713	21,477	2,255	-	-	-	26,445	165,917
1971	3,413	20,231	3,119	-	-	-	26,763	161,609
1972	3,832	27,037	7,548	1,367	-	-	39,784	231,219
1973	4,113	31,568	9,581	2,577	-	-	47,839	267,597
1974	4,336	32,674	2,049	3,721	-	-	42,780	230,316
1975	4,580	28,656	10,631	4,752	-	-	48,619	251,927
1976	4,818	27,596	6,508	6,269	-	-	45,191	225,375
1977	5,063	28,048	11,038	6,861	-	-	51,010	244,846
1978	5,317	28,623	12,422	9,687	-	-	56,049	258,934
1979	5,590	28,167	12,223	11,889	-	-	57,869	257,307
1980	5,880	28,087	17,113	14,256	-	-	65,336	279,604
1981	6,327	42,699	13,032	22,946	-	-	85,004	350,118
1982	6,605	17,926	26,245	26,335	-	-	77,111	305,686
1983	7,051	30,737	41,811	19,002	-	1,250	99,851	380,975
1984	7,564	48,791	34,781	20,719	-	77	111,932	411,039
1985	8,060	33,467	35,571	24,474	-	-	101,572	358,994
1986	8,503	32,529	38,788	27,822	-	15,873	123,515	420,162
1987	8,946	33,733	44,658	29,064	-	95,994	212,395	695,387
1988	9,392	33,704	39,276	32,024	2,154	30,395	146,945	463,043
1989	9,846	34,245	56,576	36,301	3,763	50,948	191,679	581,334
1990	10,411	33,951	31,445	38,438	3,385	110,678	228,308	666,433

Tables A, C, D, E, F, and G of the Water Supply Contract between

The State of California Department of Water Resources Littlerock Creek Irrigation District

	Tra	ansportation Char	·ge					
	Capital Cos	ts (Table D)						
Calendar Year	Annual Payment of Principal	Annual Interest Payment	Minimum OMP&R Component (Table E & G)	Delta Water Charges	Water System Revenue Bond Surcharge	Off-Aquaduct Power Facilities	RAFTELIS CALCULATED: Total Fixed Payments (Nominal)	RAFTELIS CALCULATED: Total Fixed Payments in 2018 \$
1991	10,942	33,591	46,035	40,793	5,236	65,111	201,708	566,687
1992	11,535	32,403	51,225	46,610	7,053	22,891	171,717	464,320
1993	12,141	30,180	48,657	46,720	7,437	60,615	205,750	535,462
1994	12,784	29,831	53,958	44,772	7,431	88,549	237,325	594,452
1995	13,436	30,107	51,919	47,914	8,769	43,892	196,037	472,602
1996	14,123	28,753	59,930	47,104	10,640	31,691	192,241	446,055
1997	14,821	29,517	64,464	52,082	10,972	24,319	196,175	438,097
1998	15,579	29,173	58,055	52,433	10,550	30,365	196,155	421,609
1999	16,340	28,928	81,350	54,224	14,475	18,305	213,622	441,918
2000	17,148	27,846	79,374	55,078	16,486	-	195,932	390,108
2001	17,970	27,200	67,726	55,090	16,224	-	184,210	353,002
2002	18,837	26,960	69,689	55,912	16,724	-	188,122	346,967
2003	19,745	25,148	114,340	54,735	17,415	-	231,383	410,738
2004	20,674	24,263	41,999	54,215	17,432	-	158,583	270,941
2005	21,648	23,526	37,282	56,310	16,457	-	155,223	255,246
2006	22,711	22,435	75,875	57,053	17,809	-	195,883	310,015
2007	23,854	21,500	81,033	62,714	11,413	-	200,514	305,433
2008	25,037	20,813	106,363	64,151	17,175	1,845	235,384	345,090
2009	26,245	20,274	57,372	70,109	18,529	3,269	195,798	276,279
2010	27,659	18,849	107,466	87,605	17,731	177	259,487	352,403
2011	29,173	18,001	68,537	96,432	19,149	407	231,699	302,854
2012	30,653	17,291	72,780	100,679	18,453	495	240,351	302,370
2013	32,195	15,825	116,198	106,557	20,052	3,270	294,097	356,097
2014	32,939	14,645	89,881	101,120	21,838	3,804	264,227	307,921
2015	33,975	13,707	161,605	137,621	20,924	2,214	370,046	415,052
2016	34,483	13,912	114,771	164,497	20,895	746	349,304	377,081
2017	33,301	13,387	92,259	158,416	19,257	658	317,278	329,652



Tables A, C, D, E, F, and G of the

Water Supply Contract between

The State of California Department of Water Resources PALMDALE WATER DISTRICT

	Tra	ansportation Char	ge					
Calendar Year	Capital Cos Annual Payment of Principal	ts (Table D) Annual Interest Payment	Minimum OMP&R Component (Table E & G)	Delta Water Charges	Water System Revenue Bond Surcharge	Off-Aquaduct Power Facilities	RAFTELIS CALCULATED: Total Fixed Payments (Nominal)	RAFTELIS CALCULATED: Total Fixed Payments in 2018 \$
1960	-	-		-	-	-	-	-
1961	-	-	-	-	-	-	-	-
1962	-	-	-	-	-	-	-	-
1963	-	-	-	-	-	-	-	-
1964	946	8,222	-	-	-	-	9,168	72,363
1965	1,796	10,440	-	-	-	-	12,236	92,953
1966	3,323	24,593	-	-	-	-	27,916	204,109
1967	6,497	34,366	-	-	-	-	40,863	287,556
1968	10,751	73,446	14,340	-	-	-	98,537	667,385
1969	16,145	110,471	11,056	-	-	-	137,672	897,444
1970	22,300	153,990	16,970	-	-	-	193,260	1,212,518
1971	27,937	147,486	23,402	-	-	-	198,825	1,200,609
1972	31,440	193,968	52,963	13,021	-	-	291,392	1,693,530
1973	33,743	220,289	67,837	26,131	-	-	348,000	1,946,610
1974	35,597	233,427	16,970	39,631	-	-	325,625	1,753,080
1975	37,618	202,360	77,908	50,989	-	-	368,875	1,911,383
1976	39,567	199,484	49,562	67,591	-	-	356,204	1,776,445
1977	41,584	197,159	80,370	77,255	-	-	396,368	1,902,550
1978	43,662	201,374	90,048	98,345	-	-	433,429	2,002,349
1979	45,910	198,167	90,841	117,285	-	-	452,203	2,010,665
1980	48,293	197,299	126,792	138,590	-	-	510,974	2,186,702
1981	52,024	303,742	94,787	211,396	-	-	661,949	2,726,464
1982	54,285	122,914	188,716	235,100	-	-	601,015	2,382,566
1983	59,032	214,456	310,207	163,925	-	-	747,620	2,852,496
1984	63,894	346,012	258,244	174,500	-	-	842,650	3,094,396
1985	68,768	233,039	259,837	200,605	-	157,601	919,850	3,251,098
1986	73,550	225,068	284,701	223,785	-	301,486	1,108,590	3,771,104
1987	78,491	229,358	328,728	228,654	-	258,719	1,123,950	3,679,840
1988	83,316	229,980	270,456	248,146	16,240	126,639	974,777	3,071,650
1989	87,966	231,677	424,450	276,155	27,981	493,424	1,541,653	4,675,602
1990	93,341	228,640	227,818	289,119	24,956	545,342	1,409,216	4,113,513

Tables A, C, D, E, F, and G of the Water Supply Contract between

The State of California Department of Water Resources PALMDALE WATER DISTRICT

	Transportation Cha		ge					
	Capital Cos	ts (Table D)					RAFTELIS	RAFTELIS
Calendar Year	Annual Payment of Principal	Annual Interest Payment	Minimum OMP&R Component (Table E & G)	Delta Water Charges	Water System Revenue Bond Surcharge	Off-Aquaduct Power Facilities	CALCULATED: Total Fixed Payments (Nominal)	CALCULATED: Total Fixed Payments in 2018 \$
1991	97,336	226,192	340,042	306,835	38,641	488,207	1,497,253	4,206,443
1992	101,682	220,395	380,756	350,587	52,160	367,996	1,473,576	3,984,527
1993	106,683	204,334	353,768	351,415	55,045	640,919	1,712,164	4,455,886
1994	112,034	200,467	390,690	336,766	54,968	678,876	1,773,801	4,443,018
1995	117,527	201,835	404,431	360,394	64,852	636,541	1,785,580	4,304,641
1996	123,261	191,420	442,831	354,307	78,696	723,670	1,914,185	4,441,462
1997	129,259	195,880	478,826	391,745	81,146	648,652	1,925,508	4,300,033
1998	135,477	192,722	447,693	394,387	78,028	657,806	1,906,113	4,096,940
1999	141,897	190,165	607,048	407,859	107,060	710,674	2,164,703	4,478,099
2000	148,667	363,992	685,260	510,073	121,898	257,146	2,087,036	4,155,371
2001	155,717	231,130	595,727	510,185	135,581	445,872	2,074,212	3,974,820
2002	163,127	225,450	617,420	517,791	139,071	529,674	2,192,533	4,043,849
2003	170,744	213,868	961,287	506,894	144,812	277,984	2,275,589	4,039,495
2004	178,712	206,574	374,148	502,073	144,960	368,929	1,775,396	3,033,283
2005	187,084	200,581	367,640	521,475	136,853	400,828	1,814,461	2,983,663
2006	196,108	191,376	666,040	528,361	148,089	442,278	2,172,252	3,437,928
2007	205,998	183,285	707,653	580,783	95,550	710,515	2,483,784	3,783,423
2008	216,175	177,549	925,863	594,096	144,009	1,052,126	3,109,818	4,559,219
2009	226,411	173,072	517,546	649,264	154,087	1,154,433	2,874,813	4,056,482
2010	238,646	160,990	889,664	811,293	147,438	810,142	3,058,173	4,153,234
2011	251,751	154,104	642,842	893,038	159,239	551,068	2,652,042	3,466,484
2012	264,471	148,214	624,548	932,373	154,732	1,072,349	3,196,687	4,021,549
2013	277,541	135,890	1,030,792	986,811	168,130	512,798	3,111,962	3,768,010
2014	283,992	125,755	771,792	936,466	183,142	348,413	2,649,560	3,087,706
2015	292,536	117,899	1,383,482	1,274,493	175,577	131,952	3,375,939	3,786,529
2016	297,194	120,323	1,025,625	1,523,381	175,457	29,017	3,170,997	3,423,158
2017	288,693	114,988	786,871	1,467,071	161,746	21,152	2,840,521	2,951,301

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 7.2 – CONSIDERATION AND POSSIBLE ACTION ON

OPTIONS TO FILL THE VACANT DIVISION 3 BOARD OF DIRECTORS'

SEAT. (GENERAL COUNSEL DUNN)

The Board of Directors has the option of appointing a replacement to fill the vacant Division 3 Board of Directors' seat with staff posting the required notices of the vacancy or the option of holding a special election to fill the vacant Division 3 Board of Directors' seat incurring the cost of a special election.

If the Board does not take action on this item, the Los Angeles County Board of Supervisors may appoint a replacement or may order the District to hold a special election to fill the vacancy.

Background:

The February 4, 2019 memorandum previously distributed by General Counsel Dunn is attached. The memo outlines a summary of procedures and deadlines for filling the vacant Division 3 Board of Directors' seat.

The Los Angeles County Registrar-Recorder/County Clerk, Election Coordination Unit, has been notified of the Board vacancy. The next step is for the Board to either appoint a replacement or call a special election by May 14, 2019 to fill the vacant position.

Strategic Plan Initiative/Mission Statement:

This item is under Strategic Initiative No. 5 – Regional Leadership.

This item directly relates to the District's Mission Statement.

Budget:

The Board's choice of options will determine the cost for this item.

Supporting Documents:

• February 4, 2019 Aleshire & Wynder LLP memorandum regarding "Board of Directors Vacancy"



MEMORANDUM

ATTORNEY-CLIENT PRIVILEGED; ATTORNEY WORK PRODUCT

TO:

Palmdale Water District Board of Directors

CC:

Dennis LaMoreaux, General Manager

FROM:

Eric L. Dunn, General Counsel; Alondra Espinosa, Assistant General

Counsel

DATE:

February 4, 2019

RE:

Board of Directors Vacancy

I. INTRODUCTION

Palmdale Water District Board Member Henriquez recently announced he will be resigning from the Board effective March 15, 2019. Under Water Code Section 21265.5, vacancies on a board of directors of an Irrigation District are filled in accordance with Government Code Section 1780. Under Section 1780, within 60 days following the effective date of the vacancy the Board must either (i) appoint a new board member or (ii) call a special election to fill the vacancy.

The summary and deadlines discussed below assume a vacancy effective date of March 15, 2019. If the effective date changes the deadlines below would need to be adjusted accordingly.

II. SUMMARY OF PROCEDURES AND DEADLINES

- The District must notify the county elections official of the vacancy no later than March 30, 2019. (Section 1780(b).)
- The Board must either make an appointment <u>or</u> call a special election by <u>May 14</u>,
 2019. (Section 1780(c).)
- If the Board desires to appoint, the District must post a notice of the vacancy in three or more conspicuous places in the District at least 15 days before the Board makes the appointment. (Section 1780(d)(1).)
- The District must notify the county elections official of the appointment no later than
 15 days after the appointment. (Section 1780(d)(1).)
- If the Board desires to call a special election, the election shall be held on the next established election date provided in the Elections Code that is 130 or more days

Board of Directors Vacancy February 4, 2019 Page 2

after the date the Board calls the election. According to Elections Code Section 1000 the next established election date meeting the 130-day threshold is the first Tuesday after the first Monday in November, which in this case would be November 5, 2019. The seat would remain vacant until the person elected is sworn in.

- Because the vacancy will occur in the second half of Director Henriquez' term, the person appointed or elected would serve the remainder of the term which expires in 2020. (Section 1780(d)(3).) That person may run for reelection in 2020.
- The person appointed or elected must be a qualified resident of Division 3.

III. NO ACTION ALTERNATIVE

If the Board does not appoint a replacement or call a special election by the 60-day deadline, then the Los Angeles County Board of Supervisors may appoint a replacement or may order the District to call an election to fill the vacancy. (Section 1780(f)(1).)²

[END]

¹ Because of the new early primary election in California, beginning in 2019 there is no longer an established election date in June.

² If the District was located wholly within the City of Palmdale, then the Palmdale City Council would make this decision.

PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Jennifer Emery, Human Resources Director

VIA: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 7.3 – CONSIDERATION AND POSSIBLE ACTION

ON BOARD OF DIRECTORS COMPENSATION COMPARISON SURVEY. (NO BUDGET IMPACT – DIRECTOR MAC LAREN/HUMAN

RESOURCES DIRECTOR EMERY)

Recommendation:

This is an informational item.

Alternative Options:

This is an informational item.

Impact of Taking No Action:

The impact of not taking action would leave Board compensation as it currently is.

Background:

The Palmdale Water District does compensation surveys for positions within the District every three years. It was requested that the same twelve southern California water districts be surveyed as to Board compensation. What was found is that the Palmdale Water District is at the low end of the scale with a per meeting stipend of \$150.00 per meeting. The average stipend amount is \$217.13. Eleven of the twelve district's surveyed allow the statutory 10 meetings per month. Most district's allow Directors to attend any conferences approved by the Board. All districts offer health insurance to Board members at the same rate as it is offered to staff.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence

Budget:

This is an informational item.

Supporting Documents:

Survey

Palmdale Water District
Cucamonga Valley Water District
Las Virgenes Municipal Water District
Yorba Linda Water District
Olivenhain Municipal Water District
Western Municipal Water District
Castaic Lake Water Agency
Desert Water Agency
Eastern Municipal Water District
Mesa Consolidated Water District
Rancho California Water District
Walnut Valley Water District
Padre Dam Municipal Water District



		Per Meeting s
	Cucamonga Valley Water District	
	Las Virgenes Municipal Water District	
Į	Yorba Linda Water District	
	Olivenhain Municipal Water District	
	Western Municipal Water District	
	Castaic Lake Water Agency	
	Desert Water Agency	
	Eastern Municipal Water District	
	Mesa Consolidated Water District	
	Rancho California Water District	
	Walnut Valley Water District	
	Padre Dam Municipal Water District	
	Average	

Palmdale Water District

st	ipend	Conferences	Benefits		
	\$250.00	Unlimited	Same as staff		
	\$220.00	Unlimited	Same as staff		
	\$150.00	Unlimited	Same as staff		
	\$150.00	Unlimited	Same as staff		
	\$240.67	Unlimited	Same as staff		
		3 - multi day			
		per year 12 -			
		single day per			
	\$228.15	year	Same as staff		
	\$389.75	Unlimited	Same as staff		
	\$223.00	Unlimited	Same as staff		
	\$264.00	Unlimited	Same as staff		
	\$200.00	Unlimited	Same as staff		
	\$150.00	Unlimited	Same as staff	up to 7 per diem stipends per month	
	\$140.00	unlimited	Same as staff		
	\$217.13				
	Ć1F0	I I m lima i to a d	Cama as staff		

\$150 Unlimited

Same as staff

PALM DALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 19, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Ms. Judy Shay, Public Affairs Director

VIA: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 7.4 – CONSIDERATION AND POSSIBLE ACTION

ON OUTREACH ACTIVITIES FOR 2019. (PUBLIC AFFAIRS

DIRECTOR SHAY)

A detailed report on the Outreach activities listed below will be provided at the Board meeting.

- a) Outreach report.
- b) Upcoming events/2019 plans.
- c) Outreach recommendations from Directors.

MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, NOVEMBER 8, 2018:

A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, November 8, 2018, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Mac Laren called the meeting to order at 4:35 p.m.

1) Roll Call.

Attendance:

Personnel Committee: Kathy Mac Laren, Chair Vincent Dino, Committee Member

Others Present:

Dennis LaMoreaux, General Manager Adam Ly, Assistant General Manager Don Wilson, PWD Director-elect Jennifer Emery, Human Resources Director Laura Gallegos, Public Affairs Specialist Dawn Deans, Executive Assistant 0 members of the public

2) Adoption of Agenda.

It was moved by Committee Member Dino, seconded by Chair Mac Laren, and unanimously carried by all members of the Committee present at the meeting to adopt the agenda, as written.

3) Public Comments for Non-Agenda Items.

There were no public comments for non-agenda items.

4) Action Items:

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held August 28, 2018.

It was moved by Committee Member Dino, seconded by Chair Mac Laren, and unanimously carried by all members of the Committee present at the meeting to approve the minutes of the Personnel Committee meeting held August 28, 2018, as written.

4.2) Consideration and Possible Action on 2018 Salary Survey. (Included in 2019 Budget – Human Resources Director Emery/General Manager LaMoreaux)

Human Resources Director Emery provided an overview of the 2018 Salary Survey, which is performed every three years, including staff's current salary range, market salaries, and recommended staff salary ranges, and after a brief discussion of the survey and of succession planning, it was moved by Committee Member Dino, seconded by Chair Mac Laren, and unanimously carried by all members of the Committee present at the meeting that the Committee concurs with staff's recommendation to approve the 2018 Salary Survey and that this item be presented to the full Board for consideration at the November 13, 2018 Regular Board meeting.

4.3) Consideration and Possible Action on Personnel-Related Changes for 2019. (Included in 2019 Budget – Human Resources Director Emery/General Manager LaMoreaux)

Human Resources Director Emery reviewed recommended 2019 personnel-related changes for the Information Technology and Water Conservation Departments and the title change for the Finance Department, and after a brief discussion of these changes, it was moved by Committee Member Dino, seconded by Chair Mac Laren, and unanimously carried by all members of the Committee present at the meeting that the Committee concurs with staff's recommendation to approve personnel-related changes for 2019 for the I.T., Water Conservation, and Finance Departments, and that this item be presented to the full Board for consideration at the November 13, 2018 Regular Board meeting.

General Manager LaMoreaux then reviewed personnel items affected by the 2019 Annual Budget and after a brief discussion of these changes, of insurance coverages, of Directors' insurance, of meeting the District's debt service coverage, and of the upcoming Water Rate Study, it was moved by Committee Member Dino, seconded by Chair Mac Laren, and unanimously carried by all members of the Committee present at the meeting that the Committee concurs with staff's recommendations regarding personnel-related changes included in the 2019 Budget and that this item be presented to the full Board for consideration at the November 13, 2018 Regular Board meeting.

5) Information Items:

5.1) Other.

Human Resources Director Emery stated that the District's Holiday Party is scheduled for December 15, 2018 at the Antelope Valley Country Club; that the

Communications Committee will move forward with items included in the cultural survey; that the District's values will be incorporated into the updated Strategic Plan; and that staff will be conducting a toy drive in honor of former employee Frank Collett and a food drive for SAVES.

There were no further information items.

6) Board Members' Requests for Future Agenda Items.

There were no requests for future agenda items.

7) Adjournment.

There being no further business to come before the Personnel Committee, the meeting was adjourned at 5:20 p.m.

MINUTES OF REGULAR MEETING OF THE COMMISSIONERS OF THE CONTRACTORS ASSOCIATION, ANTELOPE VALLEY WATER STATE FEBRUARY 19, 2019.

A regular meeting of the Commissioners of the Antelope Valley State Water Contractors Association was held Tuesday, February 19, 2019, at the Palmdale Water District at 2029 East Avenue Q, Palmdale. Chair Parris called the meeting to order at 5:06 p.m.

1) Pledge of Allegiance.

At the request of Chair Parris, Alternate Commissioner Dino led the pledge of allegiance.

2) Roll Call.

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Robert Parris, Chair

Kathy Mac Laren, Secretary

Barbara Hogan, Commissioner

Keith Dyas, Commissioner

Others Present:

Matt Knudson, General Manager

Peter Thompson II, Asst. General Manager

Tom Barnes, Resources Manager

Dennis Hoffmeyer, Controller

Vincent Dino, Alt. Commissioner Dwayne Chisam, AVEK General Manager John Tenerelli, Alt. Commissioner James Chaisson, LCID General Manager

Don Wilson, PWD Director

Marco Henriquez, PWD Cmsnr. (Arrived Late)

Danielle Henry, Management Analyst

2 members of the public

EXCUSED ABSENCE-

Leo Thibault, Treasurer-Auditor

3) Adoption of Agenda.

It was moved by Commissioner Mac Laren, seconded by Commissioner Hogan, and unanimously carried by all members of the Board of Commissioners present at the meeting to adopt the agenda, as written.

4) Public Comments for Non-Agenda Items.

There were no public comments.

5) Consideration and Possible Action on Minutes of Regular Meeting Held . January 24, 2019.

It was moved by Commissioner Dyas, seconded by Alternate Commissioner Dino, and unanimously carried by all members of the Board of Commissioners present at the meeting to approve the minutes of the regular meeting held January 24, 2019, as written.

6) Payment of Bills.

General Manager Knudson reviewed the bills received for payment after which it was moved by Commissioner Mac Laren, seconded by Commissioner Hogan, and unanimously carried by all members of the Board of Commissioners present at the meeting to pay the bills received as presented from PWD in the amount of \$230.12 for staff services, from AVEK in the amount of \$1,402.60 for staff services, and from Kennedy/Jenks Consultants in the amount of \$18,625.99 for professional engineering services through December 28, 2018 associated with the Big Rock Creek Joint Groundwater Recharge Project.

7) Consideration and Possible Action on Vice Chair Position. (General Manager Knudson)

After a brief discussion of the resignation of Commissioner Henriquez from the PWD Board and of Alternate Commissioner Dino filling PWD's seat on the Commission, it was moved by Commissioner Mac Laren, seconded by Commissioner Dyas, and unanimously carried by all members of the Board of Commissioners present at the meeting to appoint Alternate Commissioner Dino as Vice Chair of the Association.

8) Consideration and Possible Action on Resolution No. 2019-1 Amending the Conflict of Interest and Disclosure Code for the Antelope Valley State Water Contractors Association. (General Manager Knudson)

General Manager Knudson provided a brief overview of the amended Conflict of Interest and Disclosure Code for the Association, including the addition of the Assistant General Manager and Resources Manager positions, after which it was moved by Commissioner Mac Laren, seconded by Commissioner Hogan, and unanimously carried by all members of the Board of Commissioners present at the meeting to approve Resolution No. 2019-1 Amending the Conflict of Interest and Disclosure Code for the Antelope Valley State Water Contractors Association.

A copy of Resolution No. 2019-1 is hereby made a portion of the minutes of this meeting.

9) Discussion and Possible Action on Sponsorship of SMART Water Expo with 2019 Home Show. (Assistant General Manager Thompson II)

After a brief discussion of PWD's and AVEK's Board approval for sponsorship of the SMART Water Expo with the 2019 Home Show, it was moved by Commissioner Mac Laren, seconded by Commissioner Dyas, and unanimously carried by all members of the Board of Commissioners present at the meeting to approve sponsorship of the SMART Water Expo with the 2019 Home Show in the amount of \$10,000.00 to be divided among the member agencies according to State Water Project Table A allocations with the pending approval of LCID's Board.

10) Discussion and Possible Action on Financial Analysis Study for Providing Replacement Water to the Antelope Valley. (General Manager Knudson/Assistant General Manager Thompson II)

It was determined to table this item to the next regular meeting.

11) Discussion and Possible Action on Transfer of 2013 IRWM Plan Grant Reimbursement Funds and 2017/2018 USGS Agreement Contributions. (Controller Hoffmeyer)

General Manager Knudson stated that staff is requesting approval to transfer funds paid by the Association in the amounts of \$22,000.00 for the 2013 Integrated Regional Water Management Plan (IRWMP) Update and \$15,900.00 for the IRWMP cost sharing of the 2017/2018 USGS Joint Funding Agreement from the IRWMP account to the Association's account, and after a brief discussion of the Association's management of the IRWMP finances per the 2018 Memorandum of Understanding, it was moved by Commissioner Hogan, seconded by Commissioner Mac Laren, and unanimously carried by all members of the Board of Commissioners present at the meeting to approve transfer of funds in the total amount of \$37,900.00 from the IRWMP account to the Association account.

Commissioner Henriquez arrived at 5:20 p.m.

12) Report of General Manager and Assistant General Manager.

a) Update on Proposed East Side Recycled Water Line Project.

General Manager Knudson stated that Mr. Brian Dietrick, of Woodard and Curran, is meeting with the Integrated Regional Water Management Plan (IRWMP) Stakeholders individually to compile a list of requested projects to include with an update of the Regional Recycled Water Plan.

b) Update on Big Rock Creek Joint Groundwater Recharge Project.

Assistant General Manager Thompson II stated that staff met with Department of Water Resources representatives at the Big Rock Creek Joint Groundwater Recharge Pilot Project site to test the water flow and that after leak repairs and concrete work are completed, water will flow for a period of 90 days.

General Manager Knudson and Assistant General Manager Thompson II then presented photos and a short video of water flowing at the Project site followed by a brief discussion of the well monitoring plan and the Project timeline.

c) Update on Antelope Valley Watermaster Meetings.

General Manager Knudson stated the next Watermaster meeting will be held on February 27, 2019 at 10 a.m. at AVEK and that discussions will include properties that straddle the basin boundaries and the Small Pumper Class.

d) Update on Antelope Valley and Fremont Basin IRWMP Stakeholder meetings.

General Manager Knudson stated that the Antelope Valley IRWMP Stakeholders are expected to meet in March after each of the Stakeholders have met with Mr. Brian Dietrick to discuss projects to include with the IRWMP update.

13) Report of Resources Manager.

a) Commission Photo for AVSWCA.org Website.

It was determined to reschedule the Commission photo for a future meeting.

14) Report of Controller.

a) Update on Revenue, Expenses and Change in Net Position.

Controller Hoffmeyer provided a brief update on the Association's revenue, expenses, and change in net position for year ending January 31, 2019, including the funds received for the 2018 IRWMP Memorandum of Understanding and the increased staff time for the Big Rock Creek Joint Groundwater Recharge Project and the Replacement Water Financial Analysis Study.

- 15) Reports of Commissioners.
- a) Status Update on AVSWCA Strategic Water Plan Ad Hoc Committee Meetings.

There were no reports.

16) Report of Attorney.

There was no report.

17) Commission Members' Requests for Future Agenda Items.

It was determined that "Discussion and Possible Action on the Financial Analysis Study for the Cost of Providing Replacement Water to the Antelope Valley," "Update on the Big Rock Creek Joint Groundwater Recharge Project," "Update on Proposed East Side Recycled Water Line Project," "Update on Antelope Valley Watermaster Meetings" and "Update on Antelope Valley and Fremont Basin IRWMP Stakeholder meetings" will remain on the next meeting agenda.

There were no further requests for future agenda items.

18) Consideration and Possible Action on Scheduling the Next Association Meeting.

ANTELOPE VALLEY STATE WATER CONTRACTORS ASSOCIATION FEBRUARY 19, 2019 REGULAR MEETING

Hally Maddard Secretary

It was determined that the next regular meeting of the Association will be held on March 21, 2019 at 6:00 p.m. at Palmdale Water District.

19) Adjournment.

There being no further business to come before the Commissioners, the regular meeting of the Commissioners of the Antelope Valley State Water Contractors Association was adjourned at 5:39 p.m.

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PALMDALE WATER DISTRICT BOARD MEMORANDUM

DATE: March 14, 2019 **March 25, 2019**

TO: BOARD OF DIRECTORS Board Meeting

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: AGENDA ITEM NO. 8.2.a – MARCH 2019 GENERAL MANAGER REPORT

The following is the March 2019 report to the Board of activities through February 2019. It is organized to follow the District's six strategic initiatives adopted in January 2018 and is intended to provide a general update on the month's activities. A summary of the initiatives is as follows:



Water Resource Reliability

Complete the 2018 phase of the Upper Armagosa Creek Recharge Project Ensure Palmdale Recycled Water Authority (PRWA) to be fully operational by year 2020 Adopt new state-of-the-art water treatment technologies

Implement the Antelope Valley Groundwater Adjudication agreement

Complete the grade-control structure for the Littlerock Reservoir Sediment Removal Project

Continue the next phase towards the completion of Palmdale Regional Groundwater Recharge and Recovery Project

Identify and pursue opportunities to increase the reliability of water supply



Organizational Excellence

Offer competitive compensation and benefits package to promote employee retention Focus Succession Planning Program on ensuring an overlap of training for key positions Continue providing transparency to our ratepayers

Promote and support leadership training and professional development programs to enhance the District's customers' experience



Systems Efficiency

Implement 2016 Water System Master Plan

Develop a five-year Infrastructure Revitalization Plan to continue the reinvestment and preventative maintenance for aging infrastructure

Explore energy independence

Continue being the industry's leader on the use of Granular Activated Carbon (GAC)

Research and test new technologies to increase efficiencies

Improve safety and training for Directors, employees and customers

Develop a crisis communications plan



Financial Health and Stability

Pursue additional grant funding for all District projects

Adopt a sustainable and balanced rate structure to meet short and long-term needs

Create a five-year financial plan in conjunction with the 2019 Water Rate Plan

Maintain adequate reserve levels, high-level bond rating, and financial stability



Regional Leadership

Enhance relationships with Antelope Valley partnerships, including local water agencies, Antelope Valley State Water Contractors Association and the Palmdale Recycled Water Authority

Expand school water education programs

Engage elected officials in water-related issues

Continue offering career opportunities through the Internship Program

Provide opportunities for local businesses to contract with the District



Customer Care, Advocacy and Outreach

Increase Customer Care accessibility through communication and feedback to enhance customers' experience

Evaluate, develop, and market additional payment options

Be point of communication for customers' water-related public health concerns

Develop the District's Public Outreach Plan

Increase public awareness of the District's history and promote centennial anniversary

This report also includes charts that show the effects of the District's efforts in several areas. They are organized within each strategic initiative and include status of the State Water Resources Control Board's (SWRCB) long-term conservation orders, 20 x 2020 status, the District's total per capita water use trends, 2019 water production and customer use graph, mainline leaks, and the water loss trends for both 12- and 24-month running averages.



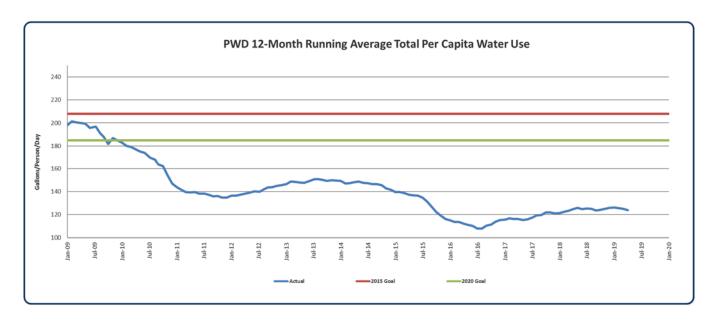
Water Resource Reliability

This initiative includes conservation efforts, water supply projects, and water planning. Recent highlights are as follows:

State Water Resources Control Board (SWRCB) Activities

■ The 20 x 2020 per capita reduction goals passed by the legislature in 2009 with new longterm water budgeting requirements have now been replaced with new requirements and water agency water budgets. These follow through on the "Making Water Conservation" a California Way of Life" plan. The District expects to easily comply with the new requirements as they are based on the same philosophy as the District water budget rate structure.

The District's compliance with the former 20 x 2020 law is evident from the chart titled "PWD 12-Month Running Average Total Per Capita Water Use.":

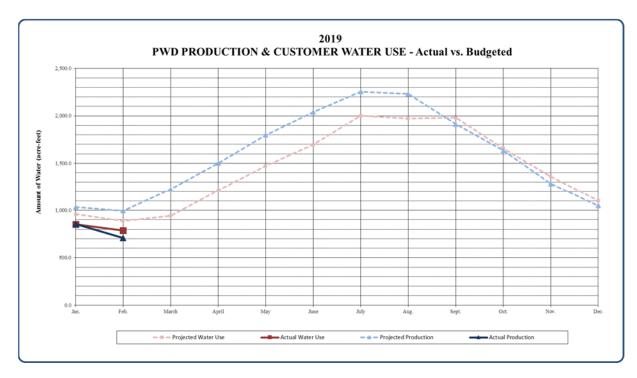


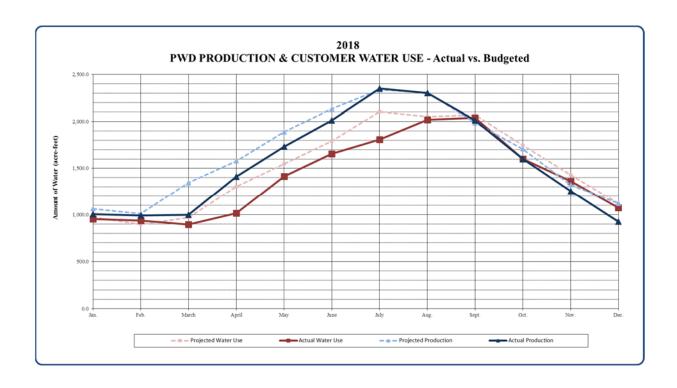
The District's customers have cut their water use by **46.3%** from the baseline number of 231 and met the 2020 Goal in early 2010. The current Total-GPCD is 124.

Water Supply Information

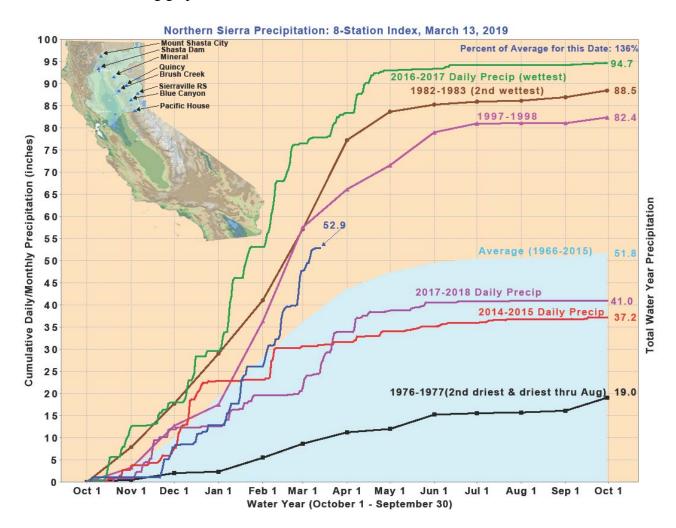
- The AV Adjudication is now in its fourth year, and the reduction to the native safe yield is in its second year. The District's native groundwater right is 2,769.63 AF. Other groundwater rights for 2018 were 1,452.27 AF of unused Federal Reserve Rights, 3,828.41 AF of Return Flow Rights, and 3,911.94 AF of Carryover Rights. These groundwater rights total 11,962.55 AF. The District used approximately 6,073 AF. This leaves a total carryover amount of approximately 5,890 AF going into 2019. The District's 2019 groundwater rights are expected to be similar to 2018 and will be calculated in the next couple months.
- The 2019 water resources plan will be finalized when the State Water Project (SWP) allocation is determined in May. The current SWP allocation is 35% and provides approximately 11,000 AF. Tentatively, the District anticipates using more surface water than groundwater. The following graph shows actual amounts for January 2019 and monthly projections for both production and consumption, based on the prior five years

of actual monthly information, for the entire year. Water use is less than anticipated so far this year due to the rainy weather. The 2018 chart is added in this report for comparison.





The precipitation index for the area contributing to the State Water Project is currently at 136% of average and nearly as much as in the 2017-2018 water year. This is shown in the following graph.



Other Items

The Littlerock Reservoir Sediment Removal Project Environmental Impact Report/Environmental Impact Statement (EIR/EIS) was fully approved in 2017. All required permits are in place, and a construction contract for the Grade Control Structure was awarded in July 2018 to ASI Construction, LLC (ASI) of Colorado Springs.

ASI installed dewatering wells around the construction area and began pumping out water in early November. Dewatering, excavation, and constructing a water bypass continued through December and early January. A series of storms during the week of January 14th overwhelmed the partially completed water bypass and flooded the construction site. Staff is currently working with the contractor and environmental consultants to determine the best course of action.

A citizen's committee, Friends of Littlerock Dam (FOLD), was formed in the Littlerock, Pearblossom, and Juniper Hills area to find a way to reopen the Littlerock Reservoir Recreation area. They worked with the District and the USFS on this issue. The USFS plans to issue a request for proposals for a recreational operator. This process is expected to take over a year.

The public review of the Draft California Environmental Quality Act (CEQA) EIR for the Palmdale Regional Groundwater Recharge and Recovery Project is complete. The Final EIR was certified by the Board on July 13, 2016, and the Notice of Determination was filed on July 14, 2016. The comments from the SWRCB Recycled Water Division on the Title 22 Engineering Report were addressed and returned for further review. Another set of comments was recently received and are being reviewed.

The analysis of information from the pilot spreading basin is complete. The soil column tests were completed and reported on late last year. The District is now having additional geotechnical work done to verify the proposed location is suitable.

- The long-planned Upper Amargosa Creek Recharge Project is now under contract for construction. One contract is for the California Aqueduct turnout and transmission water main. The other is for the recharge basins. They are higher than original estimates and will result in a request from the City of Palmdale to the District, LA County Waterworks, and AVEK for additional funding. A successful groundbreaking was held on November 15, 2018. Construction is expected to take a full year.
- California Water Fix: There have been recent regulatory approvals moving this project forward. However, the current Governor has only stated support for one of the proposed tunnels. The State Water Contractors and the Department of Water Resources are continuing discussions about the Project's financing and operations. These discussions will result in a clearer picture of the effect on individual contractors. Staff is directly involved in these discussions and will be able to update the Board in the future.



Organizational Excellence

This initiative includes efforts to restructure staff duties and activities to more efficiently provide service to our customers. Recent highlights are as follows:

 An initial workshop was held on January 30, 2019 to discuss the District's direction and begin to update the Strategic Plan for 2019.

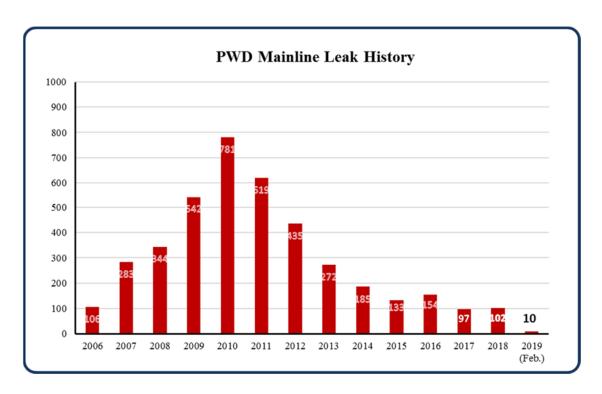
- The District and other members of the Public Water Agencies Group (PWAG) have hired and share the services of an Emergency Preparedness Coordinator. This has already resulted in a successful training held at the District office. More activities, including drills and a review of the Emergency Response Plan, are planned for 2019.
- The Board of Directors and staff completed a cultural survey in 2018. The results show continuing overall improvements in the District's operations. The Mathis Group will assist the Board and staff in following up on the survey and improving the District's operations. The staff Communications Committee has started working with the overall staff to reinforce strong areas from the Survey and help improve the other areas.



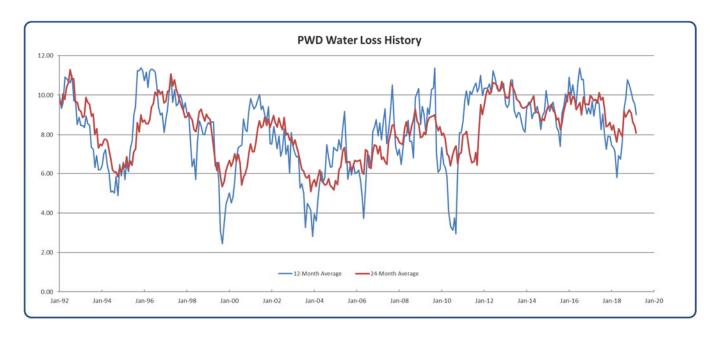
Systems Efficiency

This initiative largely focuses on the state of the District's infrastructure. Recent highlights are as follows:

- Installation of security upgrades for the Leslie O. Carter Water Treatment Plant is operational and complete. Additional cameras are being planned for the two access gates.
- The effects of the District's past efforts in replacing failing water mains and meters can be seen in the reduced number of mainline leaks. This is illustrated in the chart titled "Mainline Leak History." The mainline leaks through February 2019 are 10, and there were 15 service line leaks.



- The 2019 Budget includes replacing approximately 2,800 meters. Staff treats meter replacements similar to how the District contracts for pavement patching with annual bids to perform the work or completing the work with staff as schedules permit.
- Facilities staff is focusing on maintenance activities to incorporate pressure reducing valves, air-vacuum release valves, and other facilities as their efforts can continue to be more preventative due to a lower number of emergency repairs.
- District staff's replacement work for 2019 includes Camares Drive south of Barrel Springs Road, Avenue V-5 west of 47th Street East, and East Avenue P-8 from 20th Street East to 25th Street East.
- The Final Environmental Impact Report for the 2016 Facilities Master Plan, the Master Plan itself, and the revised Capital Improvement Fee were all approved by the Board in 2018. These became effective on February 1, 2019.
- The positive effect of both water main and water meter replacement programs is shown on the chart titled "PWD Water Loss History." The running average for water losses is now under 10%.





<u>Financial Health and Stability</u>

 Engineering staff has successfully applied for planning grant funding for the Palmdale Regional Groundwater Recharge and Recovery Project and for the Phase II pipeline for the Palmdale Recycled Water Authority. Application packages for further funding have been determined to be complete by the State. A comment letter was also submitted to raise the priority of both projects in the State's funding plan for 2017/2018.

The State is satisfied with resolutions from the City and the District related to the PRWA Phase II funding application for compliance with their repayment requirements. An amendment to the JPA was also completed to tie these into PRWA. The outstanding financing issue is the State's approach to determining the District's Debt Coverage Ratio. They continue to include non-operating expenses into the calculation. Staff and our financial advisor are still working on this issue. PRWA is also trying to obtain completed booster station plans being held by Los Angeles County Waterworks District 40 to complete the Phase II design plans and financing.

Staff is also working with the California Infrastructure Bank for this project. Early discussions show this as a strong possibility to fund the work.

- A new water rate study and Proposition 218 process is planned for 2019. It will begin with a request for proposals for the finance study sent out in February.
- Engineering/Grant Manager Riley has worked with the Bureau of Reclamation for the acceptance of a Feasibility Report for the Palmdale Regional Groundwater Recharge and Recovery Project and having it eligible for funding. The 2017 competition effort did not result in an award of funds from the Bureau. However, lessons from this submittal will be used in future funding competitions.

The current Federal budget proposal makes dramatic cuts to the Bureau's Title XVI Program and makes it highly unlikely to assist the project.

- The final 2019 Budget was approved by the Board on November 13th. The full budget package was completed and published in December 2018.
- Water-Wise Landscape Conversion Program (Cash-for-Grass Program): The District received a \$75,000 Grant from the Bureau of Reclamation in 2017 to assist in funding the Program. The District has fully used the grant funds. The Board approved an application for additional funds in February.



Regional Leadership

This initiative includes efforts to involve the community, be involved in regional activities, and be a resource for other agencies in the area. Recent highlights are as follows:

- Activities of the Palmdale Recycled Water Authority (PRWA) and Antelope Valley State Water Contractors Association have continued.
- The District staff continues to be active in the Antelope Valley Watermaster Board (AVWB) and related meetings.
- District staff is active in the local chambers, GAVEA, and area human resources and public information groups.
- The first "PWD Water Ambassador Academy" was conducted on September 19 and 26, October 3 and a tour/graduation on October 6, 2018. The response from them was overwhelmingly positive. The next Academy is scheduled for March 2019 and is already full. A high school version of the Academy is also being planned as a one-day event on May 16, 2019.
- The District has joined with other water districts to express concerns with the proposed Statewide water tax over the last two years. It appears the new Governor plans to move forward with the idea, and more discussions are expected this year.



Customer Care and Advocacy

This initiative includes efforts to better serve our customers. Recent highlights are as follows:

- The ability to make payments at 7-Eleven and Family Dollar Store is also continuing to grow.
- Customer Care office and field staff are crosstraining to better understand the other's interaction with customers and to improve communication.
- Customers are continuing to take advantage of the District's electronic payment options.
 59% of all payments made by customers were done electronically in 2018.
- The District lost a valuable member of this department in February. Barry Fear examplefied the spirit of the department. A lunch is scheduled to celebrate his time with the District and will include staff, his family, and former employees.