



Annual Accomplishments 2009-2010

66575 SECOND STREET
DESERT HOT SPRINGS, CA
92240



HUMAN RESOURCES

ACCOMPLISHMENTS 2009-2010

Training

- 17 employees completed a course on Traffic Control & Flagger training
- 20 employees completed a course on Heat Stress
- We now have three employees who have a Treatment 4 certificate. This certification is the equivalent to receiving a doctorate.

Workers' Compensation/General Liability

- Had only 3 workers' compensation claims in calendar year 2009
- Received a refund check for approximately \$77,000 because of our low claim ratio

Miscellaneous

20 employees had perfect attendance

We have a new and revised Personnel Rules and Regulations Handbook

Have new dental insurance carrier saving the district over 18 ½% annually

Customer Assistance Program to begin shortly

Have "on-line" applications for employment

We are working "meaner and leaner" and still getting the job done

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FIELD ACCOMPLISHMENTS 2009-2010

Construction & Maintenance

- Completed meter register change-out program
- Replaced many service lines eliminating potential leaks
- Continued valve maintenance and blow-off programs

Meter Service

- Assisted C&M with meter register change-out program
- Began to perform meter maintenance again
- Continued customer service calls in a more timely manner

Fleet & Building Maintenance

- Completed disaster preparedness storage area; stocked with supplies
- Installed emergency generator hook-ups at the yard and administration building
- Continued fleet and building maintenance

Purchasing & Inventory

- Completed a successful and accurate year-end inventory count
- Continued to maintain inventory supplies and handle special orders

Wastewater

- Horton Plant won "Plant of the Year" award from CORBS, CEWA
- Finished the Sewer System Management Plan (SSMP) and we have met all deadlines for the plan
- The computerized Collections Maintenance Management System (CMMS) is up and running for the collection system and the treatment plants
- The Fats, Oil, and Grease (FOG) program was initiated in 2010 but all the initial work was done in 2009
- No one in the crew died or went to jail
- Continued customer contact and service
- No major odor or fly complaints

Production

- Performed sampling duties to meet compliance for the EPA UCMR 2 testing this past year
- Worked with Engineering and the developer to upgrade Well 34
- Well 37 was drilled
- Site upgrades at Wells 22, 24, and 29
- Well 24 was redirected to pump into the 1400 zone



**PIA & ADMINISTRATIVE OFFICER
ACCOMPLISHMENTS – 2009-2010**

Education partnerships:

- Career Explorations – field trips to MSWD offices
- CREEC – water video in production by High School students
- Poster contest
- Classroom Presentations
- RAP Water & Energy Hybrid Program 6th grade

Design/production – Briefing paper, All-Star Awards, District Budget, WADR brochures

In development – Employee Intranet

Promote online bill pay – 19% of customers use service

Berkeley Springs – special recognition for most wins (AWWA)

New media – WADR Billboards; Bus shelters – Save Our Water Campaign

Assistance to HOAs – conservation savings of up to 40% on Irrigation

Chamber of Commerce mixer in June 2009

Communications support for the SSP

Revised Landscape Ordinance

IRWMP – successful RAP; MSWD as lead agency

Water Management Plan – Progress in collaborating with other agencies



ADMINISTRATION & PUBLIC INFORMATION
ACCOMPLISHMENTS – 2009-2010

ADMINISTRATION

37 Board meetings & workshops in less than one year
Clerical support for office on various projects
Bottled water pickup coordination continues
Library scanning project commences
Full page editorial in the OP edition in the Desert Sun
\$35,000,000 authorization
40% rate hike
A good audit

SYSTEMS INFORMATION/TECHNOLOGY

New bill pay credit card processing system brought on line
Negotiated new T3 data circuits to handle addition bandwidth for online bill pay application
Upgraded our servers and improved system components (network switch)
Remodeled computer room
New telephone system
New T1 voice circuit (increased number of lines to district, modern flexibility and lower price structure)
New color printer copier scanner
Implemented new smart phones replacing blackberry (better integration to email system)
Working on data/telco solution to corp. yard and treatment plant
Working on major PC hardware software migration to Windows 7 and Office 2010