

Efficiency Review and Financial Master Plan Underway

BUDGET SLASHED BUT MORE NEEDS TO BE DONE

Recognizing the impact of the economic downturn, The District has made many changes to improve productivity and do more with less:

- Transferred all customer files to electronic format for quick reference and labor savings.
- Cross-trained employees to increase productivity.
- Replaced water meters with state-of-the-art radio read meters to significantly reduce labor costs and improve reading accuracy.

MSWD was also forced to cut costs dramatically as revenue decreased. Below are a few examples:

- Outsourced IT management, engineering and administrative functions, saving over \$330,000 per year.
- Cut the number of positions, froze cost of living increases, and decreased overall compensation.

INTERESTED IN SERVING ON THE FINANCIAL MASTER PLAN COMMITTEE?

Because of the important issues being evaluated, the District will form a Citizens Advisory Committee to provide feedback to the Board on the development of the MSWD 2.0 Plan.

If you are interested in nominating yourself or someone else to the committee and want more information, please call John Soulliere at MSWD (760/329-5169 x144) or check out our website at www.mswd.org.



Today, for each employee, the District maintains the equivalent of about \$3.6 million in facilities—up from about \$1.7 million per employee in 2002.

MAKING YOUR DISTRICT EVEN MORE EFFICIENT

As promised last year, the MSWD Board took action in August, 2011, to launch the long-anticipated efficiency review and financial master plan—*MSWD 2.0!*

What is MSWD 2.0? It is a remaking of MSWD by applying new *best management practices* to increase efficiency, decrease costs and ensure greater transparency. It's literally a new way of "doing local government."

Last year the District cut staff, put a freeze on wages, and reduced costs significantly to help stabilize finances. In the face of the unprecedented economic conditions we are experiencing, we know more needs to be done.

The District also made a commitment to conduct a full scale review of every aspect of its administration, operations, technology, staffing and more, with a goal of achieving maximum efficiency and implementing the lowest cost methods of providing service. Our ultimate goal is to keep rates as low as possible, balanced with providing excellent service and maintaining the community's water and sewer system assets.

MSWD 2.0 is underway and community participation is a must! We are seeking customer input about the best balance of cost and services.

Watch our website and stay tuned for additional information!

Announcement! — MSWD is hosting a Community Health and Wellness Fair in conjunction with "Make a Difference Day 2011" on October 22, 2011, from 10 a.m. to 2 p.m. **This event is free!** Located at 66575 Second Street in Desert Hot Springs, the Fair will focus on health and wellness, and provide many free services. **Go to www.mswd.org for more information.**