



SMART Goal 4 - System Reliability

Ensure each component of the water and wastewater systems contributes to the long-term health and reliability of overall operations.

OWNER(S): Brian Macy - General Manager / Danny Friend - Director of Operations / Eric Weck - Engineering Manager

4.1 By September 2026, complete the construction of a Critical Service Center, which will foster increased collaboration, communication, and teamwork among employees working at one central location.

Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Construct a new administrative and operations building to allow the District to grow and continue to provide service to its customers.			
Third Amendment to Contract with Ruhnau Clarke Architects for the design of the Critical Services Center/Administration Building	January 2024 Item 14	Engineering	01/16/2024
Execution of Lot Line Adjustment Application for the Critical Service Center	August 2024 Item 10	Engineering	08/19/2024
Park Lane improvements negotiation/review with the City in-progress. In addition, review of fire flow plan alternative options.		Engineering	Ongoing
2) With the Two Bunch location no longer feasible, ensure that the District's second choice, the Corporate Yard, is feasible and meets the District's future needs before engaging a contractor.			
Project location selected (Corp Yard) and design is almost complete. Meetings continue with City of DHS and Ruhnau Clarke Architects for finalization of plans.		Engineering	Ongoing
Other Actions Related to this Section			

4.2 Update Existing Water and Wastewater Master Plans.

Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Review the District's five-year Capital Improvement Plan and ensure it aligns with the Long Range Financial Master Plan and all long-term financial strategies.	Ongoing		
2) Conduct a financial and operational analysis of the impact of future residential and commercial development based on the Cities of Desert Hot Springs' and Palm Springs' General Plans.	Ongoing		
3) Work with the City of Desert Hot Springs to develop an infrastructure feasibility study for unserved areas poised for growth.	Ongoing		
4) Execute a mutual services agreement with Coachella Valley Water District (CVWD) to serve customers in the CVWD service territory without water/sewer access.			

The District has drafted a mutual services agreement and is awaiting feedback from all parties.		Executive	Ongoing
5) Collaborate with the City of Desert Hot Springs, Riverside County, and other stakeholders to repair old infrastructure and bring it up to current standards. Ensure that infrastructure improvements not only meet current demand but are designed to support future water and wastewater requirements, contributing to the overall reliability of the systems.	Ongoing		
6) Evaluate options for relocating existing water infrastructure within inaccessible areas (including rear lot easements) of the District for ease of maintenance and risk reduction.	ongoing		
7) Identify and remove problematic tamarisk trees and other vegetation to prevent future root- related system issues.	ongoing		
8) Create a Predictive and Preventative Pipeline Replacement Project for aging piping within the water distribution system.			
MSWD has hired a new GIS employee and is transitioning to CityWorks, which will allow for a detailed system study.	Spring/Summer 2024	Engineering/Operations/Admin	Ongoing
9) Continue to work with the Army Corp of Engineers to design and construct all defined assessment areas while leveraging grant funding to lower customer costs.			
Resolution 2024-26 Authorizing the GM to Sign and Execute Agreements and Necessary Supporting Documents with the Army Corp of Engineers for the GWQPP	September 2024 - Item 11	Engineering	09/16/2024
10) Identify additional capital projects and improvements that enhance system resiliency. Focus on increasing water yields from current projects through strategic enhancements and upgrades, aligning with the long-term reliability goals.			
11) Conduct an analysis of available capacity within the current water system with future water demand projections to forecast the time of demand need. Incorporate results in Urban Water Management Plan updates and Master Plan updates.			
Award of Contract to Mission Consulting Services for Professional Engineering Services to Provide Water System and Wastewater System Model Maintenance and On Call Consulting Services	November 2024 - Item 8	Engineering	11/18/2024
Other Actions Related to this Section			
Award of Contract to TKE Engineering for Area D-3 Waterline and Service Replacement Design Services	September 2024 Item 14	Engineering	09/16/2024
4.3 Maintain and renew assets while facilitating strategic Capital Improvements.			
Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Create a Predictive and Preventive Maintenance Program to meet established performance benchmarks.			

Contract Amendment 2 with Kyle Groundwater to Develop a Well Rehabilitation Prioritization Program	July 2024 Item 12	Operations	07/15/2024
2) Diligently manage and maintain current equipment to provide maximum value to the District.			
Award of Contract to Canyon Springs Enterprises for Well 22 Rehabilitation and Capital Budget Augmentation	April 2024 Item 18	Engineering	04/15/2024
Award of Contract to MWH Constructors for CM and Inspection Services for Well 22 Rehabilitation	April 2024 Item 19	Engineering	04/15/2024
Contract Amendment 1 with Legend Pump and Well Service and Capital Budget Augmentation for Well 34 Rehabilitation	July 2024 Item 13	Engineering	07/15/2024
Authorization for Purchase of Booster Pump Control Valves for the Terrace Booster Station	September 2024 Item 17	Operations	09/16/2024
Approve Change Order 1 with L.O. Lynch Quality Wells & Pumps for On-Call Well and Booster Maintenance and Repair Services	December 2024 Item 12	Operations	12/16/2024
3) Assess existing pipelines and associated equipment as part of the Predictive and Preventive Maintenance Program.			
4) Research and implement a complete Computerized Maintenance Management System.			
5) Build a connection to the MSWD ID-E areas to the MSWD "main" system.			
Resolution 2024-10: Grant application for planning of West Palm Springs Village and Palm Springs Crest water systems backup intertie project. This will tie the two ID-E systems together building resiliency and ultimately working toward getting the ID-E system connected to the MSWD "main" system.	May 2024 Item 11	Administration	05/20/2024
6) Evaluate system interconnects with neighboring agencies.			
7) Evaluate emerging technologies and consider implementation.			
8) Provide a comprehensive backup transmission system.			
Other Actions Related to this Section			
Approval of the Update of the Develop/Contractor Handbook & Guidelines for the Design and Construction of Water and Sewer Facilities	February 2024 Item 8	Engineering	02/20/2024
Public Water and Sewer Systems Construction Agreements and Water and Sewer Bonding Agreement for Tract No. 32030-3 Skyborne Village III	May 2024 Item 10	Engineering	05/20/2024
Public Water and Sewer Systems Construction Agreements for Tract 32030-3 Skyborne Village III	June 2024 Item 17	Engineering	06/17/2024

Award of Contract to MWH Constructors for CM and Inspection Services for Skyborne Village III - Lennar Homes	June 2024 Item 18	Engineering	06/17/2024
Public Water and Sewer, Lift Station and Force Main Systems Construction Agreements and Water and Sewer Bonding Agreement for Project Viento Development	September 2024 Item 16	Engineering	09/16/2024
Developer/Contractor Handbook & Guidelines for Design and Construction of Water and Sewer Facilities Revisions	October 2024 Item 11	Engineering	10/21/2024
Acceptance of Final Tract Map for Tract 38816 - Aventura Palms	October 2024 Item 12	Engineering	10/21/2024
First Amendment to Contract Agreement with B-81 Paving for Pavement Repairs for Water and Sewer Projects for 2024-2025	October 2024 Item 13	Operations	10/21/2024
Acceptance of Bill of Sale for Skyborne Village III Phase II Water and Sewer Infrastructure	January 2025 Item 13	Engineering	01/21/2025
Water line replacement from Hurricane Hilary: removed affected water lines and installed them deeper in the Mission Creek Channel to mitigate them from being impacted by future heavy rain events.	Fall 2025	Engineering	
4.4 Invest and look at ways to fortify infrastructure security.			
Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Optimize security preparedness at all sites.			
Advanced site security measures added to the Wright Facility.	NA	IT/Engineering/Operations	Summer 2024
2) Identify, monitor, and resolve risks of flood, earthquake, or natural disaster.			
Award of Contract to Tri-Star Contracting for the Construction of the 13th Ave, Mission Lake Blvd, and Thomas Ave Tropical Storm Hilary Water Line Replacement Project	May 2024 Item 9	Engineering	05/20/2024
Acceptance of the 13th Ave, Mission Lakes Blvd, and Thomas Ave Tropical Storm Hilary Waterline Replacement Project	October 2024 Item 10	Engineering	10/21/2024
3) Invest in emergency backup generators and system redundancies for fail-safe operations.			
The District continues its Standby Generator Monthly Maintenance Program	Monthly GM Report	Fleet & Facility Maintenance	
4) Enhance security measures at critical remote sites and standardize systems and software to manage these operations.			
Upgrade network infrastructure between remote sites for more reliable, secure, and high-bandwidth data transmission, thereby allowing improve video surveillance and monitoring.	Monthly GM Report	Operations	Ongoing
Other Actions Related to this Section			
IT obtained a \$246,150 cyber security grant to fortify MSWD online systems.	Monthly GM Report	IT	12/24/2024
4.5 Ensure the District is prepared to react to manmade and natural emergencies.			
Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Continue to improve and refine the District's emergency response plan.		Operations	

2) Effectively communicate with outside agencies and emergency preparedness partners, including mutual response like CalWARN or first response personnel at the City and County.	NA	Operations	Ongoing
3) Continue to train District personnel in National Incident Management Systems (NIMS) to recommended levels and review the applicability of Web-EOC software programs.			
4) Ensure earthquake retrofitting of critical infrastructure is included in long-term planning activities, protecting District assets and those of the customers we serve.			
District is pursuing funding through a CalOES subrecipient grant (funded by FEMA) for the Terrace Reservoir site which is the heartbeat of the entire water system. CalOES has completed their review of projects and is in the selection phase.		Administration	Ongoing
5) Participate in regional tabletop exercises to ensure staff are prepared for emergency situations.			
Contract Agreements with TKE Engineering for On-Call Professional General Engineering Services	July 2024 Item 15	Engineering	07/15/2024
Other Actions Related to this Section			

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