

Tualatin Valley Water District



BOARD OF COMMISSIONERS

1850 SW 170th AVENUE

BEAVERTON, OR 97006

SEPTEMBER 21, 2011

EXECUTIVE SESSION - 5:30 PM

REGULAR MEETING - 7:00 PM

Listening devices are available upon request

48 hours prior to the day of the meeting (503-642-1511)

Streaming live at www.tvwd.org

Broadcast by TVCTV (at a later date)

AN EXECUTIVE SESSION IS SCHEDULED BEFORE THE REGULAR MEETING AT 5:30 PM, CALLED UNDER ORS 192.660 2 (e) TO CONDUCT DELIBERATIONS WITH PERSONS DESIGNATED BY THE GOVERNING BODY TO NEGOTIATE REAL PROPERTY TRANSACTIONS; 192.660 2 (h) TO CONSULT WITH LEGAL COUNSEL CONCERNING THE LEGAL RIGHTS AND DUTIES OF A PUBLIC BODY WITH REGARD TO LITIGATION OR LITIGATION LIKELY TO BE FILED; 192.660 2 (f) and 192.502 (9) TO CONSIDER INFORMATION OR RECORDS EXEMPT BY LAW FROM PUBLIC INSPECTION; 192.660 2 (i) TO REVIEW AND EVALUATE THE EMPLOYMENT RELATED PERFORMANCE OF THE CHIEF EXECUTIVE OFFICER OF A PUBLIC BODY, A PUBLIC OFFICER, EMPLOYEE OR STAFF MEMBER WHO DOES NOT REQUEST AN OPEN HEARING

ALL VERBAL TESTIMONY IS ELECTRONICALLY RECORDED

1. CALL TO ORDER – REGULAR MEETING
2. REPORTS BY THE CHIEF EXECUTIVE OFFICER AND MANAGEMENT STAFF
3. COMMISSIONER COMMUNICATION
 - 3.1 -Reports of Meetings Attended
 - 3.2 -Topics to be raised by the Commissioners
4. PUBLIC COMMENT:

This time is set aside for persons wishing to address the Board on items on the Consent Agenda, and matters not on the Agenda. Additional public comment will be invited on agenda items as they are presented. Each participant is limited to five minutes, unless an extension is granted by the Board.

CONSENT AGENDA: These items are considered to be routine and may be enacted in one motion without separate discussion. Any Board member may request that an item be removed by motion for discussion and separate action.

ITEMS REMOVED FOR SEPARATE DISCUSSION: Any items requested to be removed from the consent agenda for separate discussion, will be considered immediately after the Board of Commissioners have approved those items which do not need discussion.

- 5. CONSENT AGENDA ITEMS
 - 5.1 -Work Session Minutes of August 2, 2011
 - 5.2 - Regular Meeting Minutes of August 25, 2011

BUSINESS AGENDA ITEMS:

Time will be set aside for public comment for each business item. Each participant is limited to five minutes unless the Board grants an extension, or the agenda item is noted for a specific amount of time for public comment.

- 6. ADOPTION OF ORGANIZATIONAL AND TARGETED TASKS FOR 2011-2012 (MOTION)

- 7. LETTER OF AGREEMENT ALLOWING SERVICE BY THE CITY OF BEAVERTON TO PROPERTY WITHIN TVWD SERVICE AREA (MOTION).....

- 8. ACTION TO BE TAKEN AS A RESULT OF EXECUTIVE SESSION (MOTION).....

- 9. ADJOURNMENT

**TUALATIN VALLEY WATER DISTRICT
REGULAR BOARD MEETING AGENDA ITEM**

MEETING DATE: SEPTEMBER 21, 2011

TITLE: 2011-12 DISTRICT GOALS, OBJECTIVES AND TARGETED TASKS

ITEM: The TVWD Board of Commissioners held a work session on September 6, 2011 to review the TVWD management team recommendation for 2011-12 organizational goals, objectives and targeted tasks. During this work session, the Board asked questions and provided suggestions on what they would like to see in the draft to be considered for approval. The attached document is a summary of these goals, objectives and targeted tasks, incorporating input from the recent work session.

STAFF RECOMMENDATION: Staff recommends Board adoption of the attached 2011-12 goals, objectives and targeted tasks.

BUDGET IMPACT: A budget impact is developed as each work task occurs.

ADDITIONAL INFORMATION: Todd Heidgerken, Manager, OCIR, toddh@tvwd.org or (503) 848-3013, Cheryl Welch, Strategic Planning Coordinator, cheryl@tvwd.org or (503) 848-3012

ATTACHMENTS: 2011-12 District Goals, Objectives and Targeted Tasks

APPROVING MANAGERS INITIAL:

CHIEF EXECUTIVE OFFICER	_____	HUMAN RESOURCES	N/A
FIELD OPERATIONS	N/A	INTERGOV. RELATIONS	_____
FINANCIAL SERVICES	N/A	CUSTOMER SERVICES	N/A
ENGINEERING SERV.	N/A		

BOARD ACTION:

APPROVED _____
DENIED _____

TVWD ORGANIZATIONAL GOALS, OBJECTIVES AND TARGETED TASKS Sept 2011

VISION:

Delivering the Best

Water  Service  Value

MISSION:

To provide our community quality water and customer service

VALUES:

Reliability  Integrity  Stewardship
Excellence  Safety

#	LEAD		OBJECTIVES	2011-2012 TARGETED TASKS (thru August 2012)
	DEPT	ALL INVOLVED		
GROUP 1				
I. Provide a quality water supply in quantities to meet current & future needs				
1	ENG	ENG	Development requests and water system growth supported by District	Respond to developer & builder requests in timely manner.
2	ENG	ENG, FIN	Enhanced service reliability for customers provided by capital improvements	Complete projects scheduled during reporting period. Update & refine CIP tracking system based on new financial system.
3	ENG	ENG, FIN, ADMIN, OCIR, LEGAL	Water supply improvements implemented adequate to meet current and future needs	Continue to track progress on TBWSP. Participate in City of Hillsboro Water Master Plan Update project to evaluate water supply alternatives. Conduct additional studies as needed if there are updates to TVWD water supply plan.
4	ENG	ENG, FIN	Water supply improvements implemented adequate to meet current and future needs	Participate in improvements identified in Joint Water Commission CIP.
5	OCIR	OCIR, ENG	Reduced peak demands and encouragement of efficient use of water	Carry out revised Conservation program and monitor resulting usage.
II. Provide an efficient, reliable and secure water system				
6	ENG	ENG, ADMIN, FIN	Maximum value obtained through Portland supply contract	Continue ongoing measures to maximize value of purchased water agreements.
7	ENG	ENG, OCIR, OPS, LEGAL	Enhanced emergency water supply capabilities	Continue to develop Portland inter-tie. Participate in regional inter-ties through Regional Water Providers Consortium that strengthen the District's water system.
8	ENG	ENG, FIN, CUST	Compliance with state- & District-established regulations for backflow prevention	Obtain 100% compliance with District regulations.
9	ENG	ENG	Expanded ability to remotely operate water system	Complete SCADA data communications study, review and refine SCADA Master Plan as needed, begin implementation of Phase 3 improvements.
10	ENG	ENG, FIN	Enhanced secure access to accurate water system records	Complete second phase of enterprise GIS including expanded implementation of GIS Mobile solution, coordination with CMMS implementation, and implementation of GIS data editing / data quality control procedures.
11	ENG	ENG	Enhanced secure access to accurate water system records	Complete scanning of 80% of facility records.
12	ENG	ENG, ADMIN, OCIR, LEGAL	Defined obligations associated with existing extra-territorial connections resulting in appropriate customers incorporated into District boundaries	Reach final agreement with Washington County and residents to bring existing customers in Multnomah County into the District. Complete final design of needed improvements, if any.
13	FIN	FIN, ENG, ADMIN	District financially prepared for major water supply acquisition; bonds able to be sold at competitive prices and water rates manageable for customers	Meet fund balance targets, ensure debt service coverage exceeds required levels, adequately fund rate stabilization account, implement rate increases sufficient to maintain purchasing power and fully fund capital plan.
14	OPS	OPS, ENG	Increased security of water sources, employees and District assets	Enhance security at next three highest priority sites per biennium.
15	FIN	FIN, ENG	"Unaccounted for" water correctly tracked	Refine calculations; make sure all meters are included in SCADA reports.
III. Provide stewardship of District assets and resources				
16	OPS	ALL DEPTS	Optimized life cycle costs of District assets	Select CMMS I & I vendor. Complete CMMS implementation and begin integration.
17	ENG	ALL DEPTS	Optimized life cycle costs of District assets	Continue implementation of Mains Replacement Program. Conduct condition assessment of existing major transmission mains. Compile preliminary assessment of pipeline
18	ENG	ENG	More reliable service provided to key parts of our system	Continue implementation of West Hills Reservoir and Pump Station reliability improvements.
19	FIN	ALL DEPTS	District in continued compliance with banking rules for accepting credit cards	Complete credit card data purge; submit self-assessment questionnaire.

TVWD ORGANIZATIONAL GOALS, OBJECTIVES AND TARGETED TASKS Sept 2011

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#	LEAD DEPT	ALL INVOLVED	OBJECTIVES	TARGETED TASKS (thru August 2012)
GROUP 2				
IV. Be an 'Employer of Choice' in the water industry				
20	ADMIN	ALL DEPTS	High quality applicants attracted to fill staff vacancies	Continue to monitor competing wages and benefits. Continue to keep TVWD as the employer of choice of public agencies. Enhance our wellness program.
21	ADMIN	ALL DEPTS	Quality, trained, motivated workforce developed and maintained	Write SOPs in all departments to capture critical knowledge. Implement cross training program to ensure more than one employee has specific job skills. Capture critical field knowledge through CMMS.
22	ADMIN	ADMIN	Quality, trained, motivated workforce developed and maintained	Review District personnel policies with Board.
23	ADMIN	ALL DEPTS	Institutional knowledge effectively retained and shared	Complete identification of critical positions & update documentation of those position duties.
24	ADMIN	ALL DEPTS	Careers in the water industry encouraged to develop a quality, trained, motivated workforce	Continue to utilize interns. Add one additional intern to Field Customer Service and one to Utility Billing/Cust Svc in 2012-13.
25	ENG	ENG, ADMIN	Effective engineering workforce established and maintained	Provide additional cross-training for Engineering staff in development services, plan review and Mains Replacement Program.
V. Promote customer awareness of the services and value we provide				
26	CUST	CUST, OCIR, FIN	Increased efficiency in customer billing and payment processing; reduced resource use	Expand campaign to bill stuffer, pay station sites, phone hold message, outreach events, lobby info.
27	OCIR	OCIR	Greater customer understanding of programs offered by TVWD	Continue to participate in events and provide presentations that create a greater understanding of the activities of the District. Continue to identify new events in which to participate and integrate 'Tap Water Delivers' message into local and regional programs.
28	OCIR	OCIR	Greater understanding of the value of water by District's youth	Expand youth outreach program. Judge high school engineering contest and water quality contest; market 'Tasting Tasting 123' youth program; identify TVWD youth programs that help fulfill science standards for Bvtn Public Schools.
29	OCIR	ALL DEPTS	Staff understanding of District operations, issues, and programs in order to respond to customer inquiries	Keep staff informed of District issues and events. Redesign PayCheck News; create media reference guide for staff; develop plan to promote District Vision, Mission and Values to staff.
VI. Promote beneficial partnerships with other entities				
30	FIN	FIN, CUST	Joint billing partners agree on meaning of language in contracts and language is updated to reflect current and anticipated system operation, roles & responsibilities, and service levels	Complete Beaverton IGA for billing services; they acknowledge it is in their hands.
31	OCIR	OCIR, ADMIN, ENG	Existing intergovernmental agreement (IGA) regarding the Willamette River Water Coalition (WRWC) fulfilled in a manner that is beneficial for the District	Develop agreement(s) with cities of Sherwood and Wilsonville on how operational and capital costs will be distributed once Sherwood begins using water from the Willamette River WTP. Continue work with WRWC on securing easements to preserve a transmission pipeline corridor.
32	OCIR	ENG	Existing contracts and additional opportunities to provide services to other public agencies are evaluated and maintained	Evaluate IGAs that are scheduled to automatically renew to determine if any adjustments to IGAs should be made.
33	OPS	ALL DEPTS	Mutual aid relationships strengthened and active role taken by District to develop new opportunities and partners	Participate in multiagency exercises and drills. Continue to be an active member of ORWARN, Washington Cty Local Emergency Managers, and RWP Emergency Planning Committee. Encourage industry partners to join ORWARN.
34	ADMIN	ENG, FIN, OCIR	Service boundaries with Beaverton are defined	Develop IGA with Beaverton for provision of domestic water service.

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#	LEAD DEPT	ALL INVOLVED	OBJECTIVES	TARGETED TASKS (thru August 2012)
VII. Support effective organizational performance through enhanced internal operational systems				
35	FIN	ALL DEPTS	Robust & reliable IT systems support business needs and internal controls	Create project accounting reports; Implement "Next Gen" HR; Make e-suites available remotely on internet; complete LOGOS 7 upgrade.
36	OCIR	ALL DEPTS	District priorities and workload balanced with available resources	Utilize the 3-phase Strategic Planning Toolkit (1-Logical Framework trend analysis, 2-Organizational goals, objectives and targeted tasks, 3-Performance measures) and District Initiatives Calendar to better plan, schedule and implement activities that assist the District in strategically coordinating and accomplishing its work. Utilize Logical Framework tool in additional decision making as appropriate.
37	FIN	ALL DEPTS	Staff comfortable with use of SharePoint and benefits of this tool maximized	Upgrade Intranet with new version of SharePoint and provide additional staff training as needed.
38	FIN	ALL DEPTS	New financial software fully utilized to streamline budget development and tracking	Update and simplify rate model through use of consultant. Include more bill comparisons.
39	FIN	ALL DEPTS	IT aspects of District-wide disaster recovery plan are complete and prepared to support other District operations	Develop Business continuity plan and implement solution for back-up and recovery. Implement hosted solutions for e-mail and back-ups.
40	CUST	ALL DEPTS	Employees thoroughly trained to work safely	Complete Oregon OSHA mandated training.
41	CUST	CUST, FIN	Employees safe and efficient when obtaining meter reads	Install an additional 1750+ AMR units during fiscal year, with focus on high hazard meters (busy roads, dangerous dogs in yards, etc.).
42	CUST	ALL DEPTS	Next level of safe working environment reached through OSHA's VPP status (Voluntary Protection Program)	Pursue application to achieve Occupational Safety & Health Administration VPP status. Would be only public utility in Oregon. Requires week long audit.
VIII. Fulfill District mission in a manner that provides regional leadership, protects the earth's environment, supports a strong economy, and promotes a robust community				
43	ADMIN	ALL DEPTS	Reduced carbon footprint without compromised customer service or operational efficiency of employees, site or operations	Convene meeting of CERTF and Energy Teams to determine if efforts are redundant. Blend the two teams together if needed.
44	CUST	CUST	Reduced carbon footprint without compromised customer service or operational efficiency of employees, site or operations	Complete customer information update. Investigate possible alternative communication options in addition to phone, i.e. email, text.
45	ADMIN	ALL DEPTS	Reduced use of paper for increased efficiency and sustainability	Evaluate use of Green Print tool to analyze printing patterns and implement if practical. CMMS should also eliminate a large amount of printing.
46	FIN	ALL DEPTS	Maximized purchase of durable, recycled and recyclable materials	Review internal sustainable purchasing document with purchasers; Update sustainable purchasing strategy as needed.
47	OCIR	ALL DEPTS	District operations conducted in manner that creates no more carbon emissions than are adjusted through direct projects and offset purchase.	Research further renewable energy projects, such as photovoltaics and microhydro, and implement those consistent with District priorities. Purchase Renewable Energy Credits (RECs) and carbon offsets.
48	OCIR	ALL DEPTS	Sustainable actions actively promoted to all staff	Keep sustainability as District priority and identify ways employees can participate. Continue established activities. Meet with each crew at least once to identify sustainability opportunities in particular work areas; revamp Swap and Shop to make more useful.
49	OCIR	OCIR, ADMIN	Sustainable actions actively promoted to community	Continue to actively participate in Partners for a Sustainable Washington County Community (PSWCC). Continue to serve as the Lead Administrative Agency for the PSWCC which includes providing staff and financial/accounting services. Identify opportunities to collaborate with other entities on sustainability efforts both through PSWCC and as an individual organization.
50	OPS	ALL DEPTS	Reduced waste from District operations	Investigate whether vehicle telematics-like functionality can be achieved within CMMS to reduce vehicle usage and fuel consumption.
51	OPS	OPS, ENG	Prolonged life of public infrastructure, reduced cost of water line installation	Continue to proactively coordinate TVWD maintenance activities with road owners to minimize road damage and disruption.
52	FIN	ALL DEPTS	Sustainably managed IT services and operations	Implement Green IT plan. Complete server virtualization phase 2.

**TUALATIN VALLEY WATER DISTRICT
REGULAR BOARD MEETING AGENDA ITEM**

MEETING DATE: SEPTEMBER 21, 2011

**TITLE: LETTER OF AGREEMENT ALLOWING SERVICE BY THE CITY OF
BEAVERTON TO PROPERTY WITHIN TVWD SERVICE AREA (MOTION)**

ITEM: In 2002, the TVWD entered into an intergovernmental agreement with the City of Beaverton (City) defining the provision of domestic water service area. The agreement had a term of 5 years, renewable every 5 years unless either party gave notice of intent to reopen. The City has given such notice. However, in the interim they have asked that TVWD allow the City to serve the property located at NE corner of Jenkins and Murray Blvd. This property, formerly a mobile home park, is currently being redeveloped and the developer wishes to take advantage of the City's lower system development charges (SDC) and be served by the City. The City intends to withdraw this property from the District's service area at the end of our current agreement. The City is currently constructing a 16- inch water line parallel to a District line for the purpose of serving this development. This new water line is expected to be completed around mid-October. If the developer is required to remain a District customer until the end of the current agreement, they will be forced to construct an onsite private water line connecting our system to their internal system, which is designed to be served by the City. They will then abandon this private water line when the District/Beaverton agreement ends. The City has requested that the District allow them to serve this property before the end of the agreement so that the developer can avoid the unnecessary expense, estimated at \$50,000, of the private water line.

STAFF RECOMMENDATION: Staff recommends that the Board move to authorize the Chief Executive Officer to sign a letter of agreement with the City of Beaverton allowing them to provide water service to the property located on the NE corner of Murray and Jenkins, a development formerly known as Murray Village and now called 45 Degrees Central. This recommendation is based on the fact that the City is intent on withdrawing this property from the District service area.

BUDGET IMPACT: Water used before July 2012 would be for construction.

ADDITIONAL INFORMATION: Greg DiLoreto, (503) 848-3032, greg@tvwd.org
Mark Knudson, (503) 848-3027, markk@tvwd.org

ATTACHMENTS: None

APPROVING MANAGERS INITIAL:

CHIEF EXECUTIVE OFFICER	_____	HUMAN RESOURCES	N/A
FIELD OPERATIONS	N/A	INTERGOV. RELATIONS	N/A
FINANCIAL SERVICES	N/A	CUSTOMER SERVICES	N/A
ENGINEERING SERV.	_____		

BOARD ACTION:

APPROVED _____
DENIED _____