

# Tualatin Valley Water District



BOARD OF COMMISSIONERS  
1850 SW 170th AVENUE  
BEAVERTON, OR 97006  
WORK SESSION, AUGUST 2, 2011

Present: Commissioners: President Dick Schmidt, Jim Doane, Marilyn McWilliams  
(Jim Duggan and Richard Burke were absent)

## Management

Staff: Greg DiLoreto, Clark Balfour, Patty Rupp, Todd Heidgerken

Staff: Cheryl Welch

Citizens: None

President Schmidt called the Work Session to order at 6:03 p.m.

CEO, DiLoreto suggested that item #2 on the agenda, “Board Meeting Process”, be postponed, as Commissioners Duggan and Burke were absent. Without objection, President Schmidt removed agenda item #2 from the agenda.

## STRATEGIC PLANNING UPDATE (slides attached)

Strategic Planning Coordinator, Cheryl Welch, provided a PowerPoint presentation. She explained that although strategic planning is ongoing within the Tualatin Valley Water District (TVWD), the latest work was performed in relation to an international Water Research Foundation “Futures” focus group, of which CEO, DiLoreto was a participant. The work was completed by 25 water utilities from the United States and other countries. The group identified 33 water sector trends and identified the range of possible outcomes for each trend. There were five TVWD employee workshops to discuss the trends, and a strategic planning retreat that included the core group consisting of managers and key employees.

Ms. Welch described and covered the following:

- Water Research (forecasting for the future)
- Employee Involvement (this information went into developing the Vision and Values)
- Strategic Planning Retreat (refined the Vision and Values as well as identified trends most important to TVWD)
- TVWD Mission Statement (To Provide our Community Quality Water and Customer Service)
- TVWD Goals
  1. Provide a quality water supply in quantities to meet current & future needs
  2. Provide an efficient, reliable and secure water system
  3. Provide stewardship of District assets and resources
  4. Be an Employer of Choice in the water industry
  5. Promote customer awareness of the services and value TVWD provides
  6. Promote beneficial partnerships with other entities
  7. Support effective organizational performance through enhanced internal operational systems
  8. Fulfill the District’s mission in a manner that provides regional leadership, protects the earth’s environment , supports a strong economy and promotes a robust community

Ms. Welch covered Values:

- Reliability
- Integrity
- Stewardship
- Excellence
- Safety

TVWD Strategic Planning Toolkit: (ties in with the District's Initiatives Calendar)

- Trend Analysis and Strategy Development (Log Frames)
- Organizational Goals, Objectives, and Targeted Tasks
- Performance Measures

Ms. Welch explained the purpose of the toolkit:

- Increase integration of pertinent external factors into TVWD's internal operations
- Greater understanding of long term goals (direction, otherwise known as back-casting)
- Better planning regarding how to reach long term goals
- Improve efficiency of operations
- Plan and focus staff resources to take advantage of opportunities instead of crises

Further Planning Work as has been done in the past: (Performance measures will evolve from this process and from trend strategy development)

- Review goals
- Review objectives, modify as appropriate
- Select specific tasks for this year

A general discussion took place amongst the Board and staff regarding current and future economic trends.

## ADJOURNMENT

Without objection, President Schmidt adjourned the meeting at 6:30 p.m.

BOARD OF COMMISSIONERS  
TUALATIN VALLEY WATER DISTRICT

BY: \_\_\_\_\_  
Dick Schmidt, President

BY: \_\_\_\_\_  
Jim Duggan, Secretary

Date Approved: September 21, 2011