

TVWD Key Initiatives and Work Plans 2013 - 2015

**Board Work Session
March 4, 2014**



TVWD GUIDING PRINCIPLES

VISION:

Delivering the Best

Water 💧 Service 💧 Value

MISSION:

To provide our community quality water and customer service

VALUES:

Reliability 💧 Integrity 💧 Stewardship
Excellence 💧 Safety



District Desired Results

- The water supply meets community needs and expectations
- The community is confident in our water, service and employees
- We are good stewards of our financial resources
- We are good stewards of natural resources
- We are good stewards of our own assets and resources



District Initiative vs. Department Initiative

District Initiatives:

- Require cross-functional team(s)
- Affect multiple departments
- Have large budget impact
- Require District-wide resources
- Produce District-wide benefits

Department Initiatives are primarily accomplished within one department with that department's staff and financial resources






Staying On Track

- Each manager reports on their initiatives to the Management Team once per quarter on a rotating basis (one manager reports every 2 weeks)
 - Other managers provide feedback and ask questions
 - Initiative tasks are revised as necessary
 - All managers are aware of how their initiatives affect and are affected by other departments










District Initiatives

Ten High
Priority
Initiatives
Involving
Multiple
Depts

No	INITIATIVE	SPONSOR	UPDATE	STATUS
1	Willamette Water Supply Program	Todd	<p>Reorganization is mostly complete. Facilitator for the governance process has been selected and parties agreed to cost distribution. The facilitation "core team" has been identified and the facilitator will be conducting stakeholder interviews.</p> <p>Both Design projects are progressing with the development of the reservoir siting criteria and risk register to be discussed in January. Will also be conducting a chartering session in February.</p> <p>Public Outreach and Public Affairs firms have been hired and we are just now developing the task orders for the initial phases of the projects.</p>	
16	Performance Measurement Development	Mark	<p>Thirteen teams have gone through the process to identify performance indicators for their team. Approximately 8 are left, and there are other cross-functional teams for whom it might be beneficial, as well. An intern will be hired this month who will help organize the identified indicators and help enable the implementation of all measures so far identified.</p>	
29	CMMS Implementation & Integration	Dale	<p>Substantial change in leadership direction. Liz has assumed role of technical PM vacated by Jim U's departure.</p> <p>Reevaluation of Phase 1 internal staff requirements added roughly four months.</p> <p>Coordination Committee determined to look for parallel opportunities where Power Engineers might work without adverse impact on TVWD IT staff to recapture some schedule. Areas of consideration are:</p> <ul style="list-style-type: none"> • GIS data modeling. • UB to Cityworks API development. • Logos to Cityworks API development. 	

District Initiatives, cont'd.

Ten High
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No.	INITIATIVE	SPONSOR	UPDATE	STATUS
41	Beaverton Strategy	Mark	TVWD CEO has met with Mayor of Beaverton, Mayor's Chief of Staff and Beaverton Public Works Director. Beaveverton has proposed possible approach for renewing original service area boundary agreement as well as willingness to begin negotiation for future agreement related to water supply planning.	
42	Customer Services Strategic Plan	Brenda	Will utilize Steve's GIS expertise to map cultural and demographic distribution of our customers throughout the District. This will help us identify opportunities to improve understanding of customer needs. Determine project scope and plan with 2015-2017 budget.	
53	Capital Improvement Plan	Mike	Principal Engineer position has been filled. Finance and Engineering have collaboratively developed a base reporting template that meets the initial goals as determined by the group. The template will be implemented on a limited basis, for select CIP projects, to beta-test impact and viability. Following successful beta test reporting tools will be rolled out for CIP tracking.	
54	Emergency Plan Update	Brenda	This project is currently on schedule.	
56	New Customer Account Model	Brenda	Step 1 complete. Step 2 in progress meetings every two weeks.	
57	Employee Benefits Package Review	Amy	Agent of Record has been hired. EBC criteria has been established. EBC members have been identified. First EBC meeting is scheduled for March.	
61	Project Management Standards / Reporting	Mike	Principal Engineer position has been filled. Finance and Engineering have collaboratively developed a base reporting template that meets the initial reporting goals for CIP tracking. This tool will be supplemented with additional project management tracking and reporting tools. Engineering will continue to work collaboratively with Finance on developing LOGOS reporting needs and tools.	

Departmental Initiatives

No	INITIATIVE	SPONSOR	UPDATE	STATUS
44	Portland Contract Dispute Resolution	Mark	Mediation session was conducted on 12/17/13 and reached tentative agreement to indefinitely extend schedule for mediation based on interim clarification of contract terms. This will delay resolution of the contract interpretation but provides additional time for negotiation of potential settlement.	Y
51	TVWD 101 - employee orientation	Mark	Schedule for developing curriculum and learning objectives have been delayed pending completion of higher priority initiatives (cultural & organizational norms, partner strategies and water supply program). Process to prepare curriculum and objectives will begin after those activities are largely complete. Training delivery will include products of TVWD culture (Initiative 33).	Y
30	Field Mobile Communications Platforms	Brenda	The recommendation is to upgrade current Land Mobile Radio System (LMR) to a modern digital radio system. Upgrade estimates by Sparling \$170k. Budgeted amount \$125k. Existing radio facility does not meet proper site standards for modern communications systems. Building replacement not budgeted. Follow-up discussions are scheduled with original design consultant, ADCOMM to confirm potential costs associated with recommendations and soundness of radio facility. Findings will guide update of project timeline and a potential phasing approach to complete recommendations.	Y
26	Energy Efficiency Monitoring and Data Capture	Mike	Efforts to minimize energy use continue. Work begun through Energy Trust of Oregon, the Industrial Energy Improvement program, performance indicators work and individual work group efforts is still underway. Changes in staffing require a reorganization of responsibilities, and that will be explored in coming months.	Y

Primarily Resourced Within One Department

Departmental Initiatives, cont'd.

No	INITIATIVE	SPONSOR	UPDATE	STATUS
27	Fuel Strategy	Dale	Near term there are no opportunities. Currently planned vehicle procurements will be diesel, and therefore B20 fueled consistent with established alternative fuels practice. Still awaiting delivery on one electric vehicle due in January.	
47	SDC financial management controls	Paul	Work on other IT priorities may delay this initiative. Currently on schedule, but resource availability may delay completion.	
55	IT Master Plan	Paul	This initiative is highly dependent on the availability of the new ITO. If project is delayed, appropriate resources may not be identified for the 2015-17 biennium budget. Mitigation strategies should be developed to reduce risk of project delay past budget development window.	
58	Update Training & Education approval procedure/form	Paul	Meetings have occurred, work products have been identified and updated. January will see development of prototype concept for new procedures. May require reconsideration based on decentralization of training and education approval process. Although on schedule now, key resources may not be available to meet project schedule. Training of new department travel coordinators may occur after peak training period (May-June).	

Primarily
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Within One
Department

Departmental Initiatives, cont'd.

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14	New Communication Tools	Todd	<p>With the recent department transition from OCIR to the WSP, we have modified certain tasks and timelines.</p> <p>The proposed social media policy is in the early stages. There is a white paper that has a list of questions that need direction from the management team . Once those questions are answered, a draft policy can be developed. The final social media policy will be completed with the assistance of the future hire of the new community affairs staff position.</p> <p>The proposed community outreach plan is in draft format and will be sent to management team for their review. The final community outreach plan and implementation will be completed with the oversight of the future hire of the new community affairs staff position.</p>	Y
15	Web Site Modernization	Todd	This is part of the overall IT strategic plan. As a result, many of the steps are TBD by their department.	X
43	Communications Style Guidelines update	Todd	<p>An unofficial process document on how to implement style guidelines and templates was created. Next steps include working with TVWD staff to determine what items need guidelines and templates. Frank Reed will contact management to determine appropriate staff to provide input on the style guidelines.</p> <p>Creating style guidelines and templates will occur roughly in the same timeline. However, the style guidelines will contain the basis for the templates, so will have to be completed first.</p>	Y

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Questions And Discussion

