














2013-2015 District Initiative Status Updates

No	INITIATIVE	SPONSOR	UPDATE		STATUS
16	Performance Measurement Development	Mark	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.	G	
41	Beaverton Strategy	Mark	TVWD CEO has met with Mayor of Beaverton, Mayor's Chief of Staff and Beaverton Public Works Director. Beaverton 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.	G	
8	Partnership Strategy	Mark	Meetings have been conducted with Tigard, Tualatin, Beaverton, Hillsboro, West Slope, CWS and TVF&R. Meetings are being scheduled with THPRD and Washington County.	G	
33	Communication of TVWD Culture, Vision and Values	Mark	Identification of key cultural characteristics started with CEO's meetings with individual employees. Management Team is now working on establishing cultural norms of Management Team. Based on employee meetings and MT norms, CEO will begin to compile overarching cultural norms. Initial program development will be complete by late-fall 2014 and program will be implemented as part of TVWD 101 training.	G	
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	
59	Update Agenda Report; organizational dashboards	Mark	Update to report generation process to produce agenda report as PDF document is complete. Refinement to agenda report content and incorporation of dashboards will build upon findings of CEO's interviews with	G	






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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.	X	
54	Emergency Plan Update	Brenda	This project is currently on schedule.	G	
56	New Customer Account Model	Brenda	Step 1 complete. Step 2 in progress meetings every two weeks.	G	
12	Key Customer Program	Brenda	All welcome letters have been sent and the initial quarterly check-ins are in progress. Initial implementation of the program will be complete by October 2014, though the program will continue on indefinitely.	G	
21	Rebate Program Review	Brenda	Work is well underway to update the Alliance for Water Efficiency (AWE) tool that wil assist with the analysis of specific rebates and their cost effectiveness.	G	
23	Service Agreements Review-CSS	Brenda	All service agreements are all on track. Beaverton Reading contract is at Beaverton for their review, so we are waiting for them to send us their comments.	G	
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	
35	Large Meter Replacement	Brenda	On track at this point. Get changes from Chris as meters are exchanged.	G	
39	AMR Replacement Program	Brenda	11,953 residential AMR units installed. 606 commercial AMR units installed. 15 high risk reads in Valley View installed.	G	


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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.	G	
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.	G	
2	Master Plan Update	Mike	We have completed contract negotiations with our selected consultant. A project Kickoff meeting was held December 5th.	G	
3	Mains Replacement Program Implementation	Mike	Water main replacement projects have been identified using the new prioritization tool, design work has started on in house and consultant designed replacement projects. The consulting firm has started work on the new design standards and TVWD staff has started revising the existing design standards.	G	
5	TVWD Resiliency Strategy (Emergency Operations Program)	Mike	Level of service requirements, identification of critical infrastructure, emergency storage locations, and development of a seismic resiliency work plan will be done in conjunction with the Water Master Plan work. A kickoff meeting for that project was held December 5th.	G	
6	West Hills Improvement Program Implementation	Mike	Thompson Pump Station system is operational. Ridgewood View Reservoir and Pump Station are at 60% design completion with an increase in total storage to 8 MG. Rosander PS preliminary design work is almost done. St. Vincent Meter Vault and Inglewood to Teufel Transmission Line Condition Assessment work will be led by our new Engineering Associate. Emergency planning with St. Vincent Hospital TBD.	G	
7	Cooper Mountain Improvement Program Implementation	Mike	Master plan work starting - determine Grabhorn Reservoir elevation. Miller Hill Rd ASR Facility is advertised for construction. Remaining activities are upcoming work.	G	
9	Backflow Protection Program Enhancement	Mike	Vault entry procedures reviewed - on hold until we start having contractors enter vaults. Near completion of evaluation of software alternatives to enhance staff productivity. Pilot with three of testers done this last season. Feedback was good. Other activities starting.	G	
24	Unaccounted For Water Resolution	Mike	Held team meeting on January 15. On track with design to replace Portland flow meter. Currently working on finalizing information into AWWA software for reporting. Valve Crew completed field verification of Tigard/TVWD	G	





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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	
49	Develop Enterprise GIS Work Plan	Mike	Near completion with updating existing GIS work plan. Supporting CMMS activities may impact resources (GIS & IT) that could impact the proposed schedule.	G	
50	CIP Delivery Plan	Mike	See 53 for related workplan tasks and activities.	G	
29	CMMS Implementation & Integration	Dale	Substantial change in leadership direction. Liz has assumed role of technical PM vacated by Jim U's departure. Reevaluation of Phase 1 internal staff requirements added roughly four months. 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: <ul style="list-style-type: none"> • GIS data modeling. • UB to Cityworks API development. • Logos to Cityworks API development. 	Y	
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.	R	


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4	IT Disaster Recovery	Paul	Major milestone to improve disaster recovery accomplished with full deployment of the local NetApp Mirror. Future tasks will be conducted as part of a disaster recovery assessment. Implementation of corrective actions from assessment will be scheduled as tasks are identified.	G	
11	Information Security Improvements	Paul	Implementing training program for IT Ops team to provide guidance on developing security improvements. Penetration testing of the external firewalls planned with District security consultant this Spring.	G	
17	Rate Phase-In	Paul	Pending beginning of rate setting cycle. Budget is in OCIR for communications.	G	
18	SDC Study	Paul	Awaiting completion of Water Master Plan currently underway by Carollo. Carollo completion date is expected to be August, 2014.	G	
19	New Bond Indenture	Paul	Selection of an FA delayed to redirect resources to prepare supplemental budget and district reorganization. Overall project is still within completion targets. Actual completion target completion date will be driven by capital spending plan. We will want to complete the new indenture simultaneously with the issuance of new bonds.	G	
22	Indirect Cost Study	Paul	On track for completion prior to 2015-17 Biennium budget prep (December 2014).	G	
23	Service Agreements Review-FIN/IT	Paul	Collection Services Contract is good through August 2014.	G	
28	Implementation of Green IT Practices	Paul	Migration to virtual environment is pending App Team availability. TVWD40 has been decommissioned from SCADA environment. Group policies will be tested and developed to automatically turn off monitors on desktop computers. Elimination of some personal printers is a potential opportunity to improve sustainable IT practices. A BCE can verify the feasibility of reducing the number of personal printers.	G	
34	Business Process Improvements	Paul	CMMS progress continuing to be on schedule. Valley View meter integration is complete. GIS work process ahead of schedule because of GIS intern's effort. Other elements pending.	G	
36	IT Infrastructure and Systems Maintenance	Paul	Phone upgrade is complete. There were no significant issues; all issues were resolved immediately; customer has been trained.	G	
45	Cash Flow Modeling	Paul	One brainstorming session has been completed outlining the inputs and outputs of the product. Data sources will be fleshed out in the coming months. Work has started on the proto-type model and identifying relevant data sources for input into the model.	G	
47	SDC financial management controls	Paul	Work on other IT priorities may delay this initiative. Currently on schedule, but resource availability may delay completion.	Y	

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55	IT Master Plan	Paul	The scope of work will be developed nearer to June-July 2014. 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.	R	
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).	Y	
62	Prepare Budget Amendment for Water Supply Program	Paul	Supplemental Budget Adopted by Board of Commissioners 2/19/14 - Resolution 03-14. Remaining tasks include creating new fund in Logos and making associated budget adjustments to reflect the Board Action	G	
63	Revise Logos Allocations for District Reorganization	Paul	Final steps of implementation are being completed. All information from affected department managers has been received by Finance and final journal entries are being prepared. The journal entries must be completed before month end to ensure proper financial reports in the Board packet.	G	

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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.	G	
40	HR Technology Enhancements	Amy	Next Gen module is now in use, and employee training is being developed	G	
46	Modernization of 401k	Amy	Proposals have been received. We should have a vendor selected by March.	G	
1	Willamette Water Supply Program	Todd	Reorganization is mostly complete. Facilitator for governance process has been selected and parties agreed to cost distribution. Facilitation "core team" identified and facilitator will begin stakeholder interviews. Both Design projects are progressing with development of reservoir siting criteria and risk register. Will also conduct chartering session in February. Public Outreach and Public Affairs firms have been hired and we are developing task orders for initial phases of the projects.	G	
14	New Communication Tools	Todd	With recent department transition from OCIR to the WSP, we have modified certain tasks and timelines. The proposed social media policy is in the early stages. There is a white paper with a list of questions that need direction from the management team. Once those questions are answered, a draft policy can be developed. Final social media policy will be completed with the assistance of the future hire of the new community affairs staff position. Proposed community outreach plan is in draft format and will be sent to management team for review. Final community outreach plan and implementation will be completed with oversight of new community affairs staff person.	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	
23	Service Agreements Review-WSP	Todd	Met with the VVWD Board to discuss TVWD's reorganization and how it will impact VVWD. VVWD Board informally expressed their intention to continue to have TVWD provide management and operations of VVWD water system. Jim M will become VVWD primary contact effective 1/2014. Initial agreement concepts have been discussed with VVWD Board Chair. TVWD staff to begin to assemble cost data (Jim M).	G	
25	Water Management/Conservation Plan Update	Todd	Provided initial water right information to consultant for preparation of Draft WMCP. Consultant has informed us plan won't be ready by April so submitted letter to Oregon Water Resources Department (WRD) requesting additional time to complete. The WRD routinely grants extensions for this type of an update. Target completion date moved to August 2014	G	
43	Communications Style Guidelines update	Todd	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. Creating style guidelines and templates will occur roughly in the same timeline. However, style guidelines will contain the basis for the templates, so will have to be completed first.	Y	