

# Tualatin Valley Water District



This document represents the official meeting record of the May 5, 2015 work session of the Tualatin Valley Water District (TVWD) Board of Commissioners held at 1850 SW 170<sup>th</sup> Ave., Beaverton, OR 97003.

## 1. Call to Order and Roll Call

President Burke called the meeting to order at 6:05 p.m.

President Richard Burke	PRESENT
Commissioner Jim Doane	PRESENT
Commissioner Jim Duggan	PRESENT
Commissioner Marilyn McWilliams	ABSENT
Commissioner Dick Schmidt	PRESENT

Management Staff Present: Mark Knudson, Chief Executive Officer (CEO); Clark Balfour, Legal Counsel; Paul Mathews, Chief Financial Officer (CFO); Dave Kraska, Water Supply Program Director; Mike Britch, Chief Engineer

Staff Present: Todd Heidgerken, Deputy Water Supply Program Director; Liz Ohlmann, Information Technology Officer; Lee Lawson, Mark Gallagher; Renee Castilla, District Recorder

Public Present: Mr. Stan VandeBergh, Portland Water Bureau; Mr. Dave Disera, EMA Project Manager; John Plattsmier, HDR

## 2. Information Item: Portland Update – Washington County Supply Line (WCSL) Inspection & Bull Run Dam 2 Tower Improvements

Mr. Mark Knudson introduced Stan Vandebergh, Portland Water Bureau. He explained Mr. VandeBergh would be presenting the Portland Update – Washington County Supply Line (WCSL) Inspection & Bull Run Dam 2 Tower Improvements (PowerPoints attached).

After brief discussion, the Board expressed their thanks to Mr. VandeBergh and his staff for their hard work and commented on the overall success of both projects.

## 3. Information: Review of the Information Technology (IT) Master Plan

Mr. Knudson introduced Liz Ohlmann, Information Technology Officer who in turn introduced Dave Disera, EMA Project Manager. Ms. Ohlmann explained EMA was hired through a competitive process to complete the District's 2015 Information Technology (IT) Master Plan. EMA is an IT consulting firm that specializes in the evaluation of planning, design and implementation of IT projects.

Mr. Disera presented the Review of the IT Master Plan (PowerPoint attached).

Discussion occurred among the Commissioners and Staff. Commissioner Doane emphasized the importance of making IT decisions and choosing projects based upon the needs of District customers. Staff concurred and stated creating efficiencies, staying on top of ever-changing technology and the challenges associated with growth make investing in IT an important function of the District.

#### **4. Information Item: Update on Payment Card Industry (PCI) Compliance Project**

Mr. Paul Matthews presented the Update on Payment Card Industry (PCI) Compliance Project. He stated the PCI Compliance Project is required in order for the District to be able to accept credit cards for both phone and online bill payments. He said the project is on schedule and the merchant service provider, Bank of America, has been very helpful in moving forward. A demonstration site has been configured and allows for both Interactive Voice Response (IVR) and web-based online bill payments. The website is a third party solution and staff have identified areas where the customer experience may change.

Mr. Matthews explained the current website is able to post payments directly to a customer account as soon as payment is made; however, the new website, including the IVR system, will post payments on the next business day. He stated the delay will allow the system to validate payments before they post. Secondly, the current website provides the customers with a chart of their historical consumption history. He said the vendor they are using does not have a method of doing that currently. Staff will investigate alternative methods of providing that same information to customers. Third, the new site will accept Discover card whereas currently only Visa and MasterCard are accepted. Finally, there will be a change in the way donations are made to the Emergency Assistance Program. Staff will be reviewing alternatives and will come back to the June Work Session to provide the Board with an update.

The commissioners requested staff look at alternatives in providing customers with their consumption history at the most cost efficient method available.

#### **5. Information Item: Update – Willamette Water Supply Program (WWSP) Intergovernmental Agreement (IGA) with the City of Hillsboro**

Mr. Knudson introduced Todd Heidgerken.

Mr. Todd Heidgerken presented the Willamette Water Supply Program (WWSP) Intergovernmental Agreement (IGA) with the City of Hillsboro (PowerPoint attached).

#### **6. Information Item: Washington County Construction/SW 124<sup>th</sup> Intergovernmental Agreement (IGA)**

Mr. Mike Britch presented the Washington County Construction/SW 124<sup>th</sup> Intergovernmental Agreement (IGA) (PowerPoint attached).

**7. Adjournment**

There being no further business, President Burke adjourned the meeting at 7:39 p.m.

Approved by the Tualatin Valley Water District on May 20, 2015.

BY:   
Richard Burke, President

BY:   
James Duggan, Secretary