



TUALATIN VALLEY
WATER DISTRICT

TVWD BOARD OF COMMISSIONERS

President Todd Sanders, PhD | Vice President Carl Fisher

Secretary Jim Doane, PE | Treasurer Elliot Lisac | Commissioner Jim Duggan, PE

Board Work Session Agenda

March 5, 2024

WORK SESSION – 6:00 PM – TVWD HEADQUARTERS

CALL TO ORDER

ANNOUNCEMENTS

DISCUSSION ITEMS

- A. Willamette Water Supply System Commission Update. *Staff Report – Dave Kraska, PE; Willamette Water Supply Program Director*
- B. TVWD Water Supply Integration Planning. *Staff Report – Pete Boone, PE; Chief Operating Officer*
- C. TVWD Water Supply Integration Communications. *Staff Report – Justin Dyke, Communications Director*

ADJOURNMENT

If you wish to attend this meeting remotely or in person, please email sam.kaufmann@twwd.org or call 503-848-3094 by 4:30 p.m. on March 5, 2024.

The meeting is accessible to persons with disabilities and those who need qualified bilingual interpreters. A request for an interpreter for the hearing impaired, a bilingual interpreter or for other accommodations should be made at least 72 hours before the meeting to the contact listed above.

For online meeting information, Commissioner bios and more, visit twwd.org.



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WATER DISTRICT

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TUALATIN VALLEY

WATER DISTRICT

Date: March 5, 2024
To: Board of Commissioners
From: David Kraska, P.E., Willamette Water Supply Program Director
Subject: Willamette Water Supply System Commission Update

Key Concepts:

The purpose of this regular presentation is to update the TVWD Board on the current activities of the Willamette Water Supply System (WWSS) Commission. Since the TVWD Board has one representative on the WWSS Commission Board, these reports provide a means of keeping the other TVWD Board members current on relevant information. The topics of this month's update are:

- A. Review the draft April 2024 WWSS Commission Board Meeting agenda
- B. Update on Willamette Water Supply Program (WWSP) activities

Background:

The next WWSS Commission Board meeting is scheduled for April 4, 2024, and there are currently four Business Agenda items planned for this meeting:

- A. Adopt Resolution WWSS XX-24 Adopting Fiscal Year 2024-25 Annual Work Plan and Budget and Approving Capital Improvement Plan (Baseline 9.1)
- B. Approve WTP_1.0 GMP No.3 Contract for Construction
- C. Approve Amendment to Permitting Services Contract for Next One-Year Period
- D. Adopt Resolution WWSS-XX-24 adopting WWSP Cost Shares Methodology

There are three informational items planned for the April agenda: 1) an update on the Water Treatment Plant construction schedule, 2) a summary of the planned June 2024 Business Agenda items, and 3) a notice regarding the next regular Board meeting scheduled for June 6, 2024.

There remain thirteen projects in construction, and we are continuing to also make progress on other priorities including preparing for commissioning and startup of the new system. At the March TVWD Board work session, we will provide an update on our project delivery progress and on our active construction projects.

Budget Impact:

Informational item only. There are no budget impacts from this staff report. All items discussed in this report are included in WWSP Baseline 8.1 budget.

Staff Contact Information:

David Kraska, P.E.; WWSS Commission General Manager; 503-941-4561; david.kraska@tvwd.org

Attachments:

Draft April 2024 WWSS Commission Board Meeting Agenda



Leadership Team Initials:

Chief Executive Officer	Pon	Customer Service Director	N/A
Chief Operating Officer	PDB	IT Services Director	TP
Chief Financial Officer	N/A	Human Resources Director	ab
General Counsel	cb	Water Supply Program Director	TP
Communications Director	N/A		



**Willamette Water Supply System Commission
Board Meeting Agenda
Thursday, April 4, 2024 | 12:00 - 1:30 PM
Microsoft Teams Meeting**

This meeting will not be held at a physical location. If you wish to attend and need dial-in information, please contact annette.rehms@tvwd.org or call 971-222-5957 by 10:00 a.m. on April 4, 2024. If you wish to address the WWSS Board, please request the Public Comment Form and return it by email 48 hours prior to the day of the meeting. The meeting is accessible to persons with disabilities and those who need qualified bilingual interpreters. A request for an interpreter for the hearing impaired, a bilingual interpreter or for other accommodations should be made at least 72 hours before the meeting to the contact listed above.

REGULAR SESSION – 12:00 PM

1. CALL TO ORDER

2. ROLL CALL

3. PUBLIC COMMENT

This time is set aside for persons wishing to address the Board on items on the agenda, as well as matters not on the agenda. Each person is limited to three minutes.

4. GENERAL MANAGER'S REPORT – David Kraska

Brief presentation on current activities relative to the WWSS Commission

5. CONSENT AGENDA

These items are routine and may be approved in one motion without separate discussion. Any Board member may request that an item be removed by motion for discussion and separate action. Any items requested to be removed from the Consent Agenda for separate discussion will be considered immediately after the Board has approved those items which do not require discussion.

- A. Approve the February 1, 2024 meeting minutes
- B. Adopt Resolution WWSS-XX-24 Approving a Technical Correction to the Congressionally Directed Spending Grant

6. BUSINESS AGENDA

- A. Adopt Resolution WWSS XX-24 Adopting Fiscal Year 2024-25 Annual Work Plan and Budget and Approving Capital Improvement Plan (Baseline 9.0) – *Justin Carlton*
- B. Approve WTP_1.0 GMP No.3 Contract for Construction – *Mike Britch*
- C. Approve Amendment to Permitting Services Contract for Next One-Year Period – *Christina Walter*
- D. Adopt Resolution WWSS-XX-24 adopting WWSP Cost Shares Methodology – *Justin Carlton*

7. INFORMATION ITEMS

- A. Water Treatment Plant Schedule Recovery Progress Update – *David Kraska*
- B. Planned June Business Agenda items – *Joelle Bennett*
- c. The next Board Meeting is scheduled on June 6, 2024, at Tualatin Valley Water District - Board Room.

8. COMMUNICATIONS AND NON-AGENDA ITEMS

- A. None scheduled

9. ADJOURNMENT



TUALATIN VALLEY

WATER DISTRICT

Date: March 5, 2024
To: Board of Commissioners
From: Joel Cary, Water Resources Division Manager
Subject: TVWD Water Supply Integration Planning

Key Concepts:

- The Water Supply Integration (WSI) Project began in 2018 and has been a partnership-based effort to evaluate the conversion from the current Portland supply to the new Willamette Water Supply System
- The District formed the WSI Task Force – a combination of Engineering, Water Resources, Operations, and Communications staff – to use the tools and resources from the WSI project to develop the District’s system-specific WSI Plan.
- The WSI Plan has four key areas of focus: preparing the system for integration, a phased introduction of the new water supply, water quality monitoring, and managing the new supply post conversion.

Background:

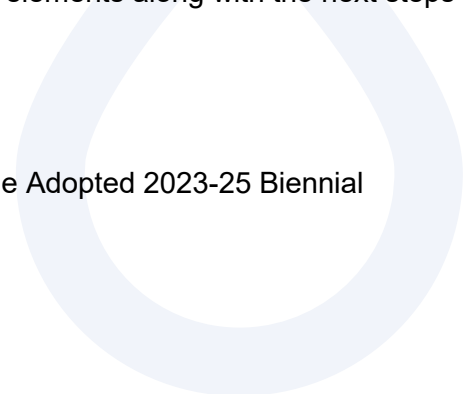
The Water Supply Integration (WSI) Project began in 2018 and has been a partnership-based effort to evaluate integrating the new Willamette Water Supply System (WWSS). All three WWSS partners have different drivers and needs for evaluating the impacts from the supply integration including system hydraulic considerations and addressing potential water quality impacts. For the District, one of the main drivers for WSI planning is the conversion from the existing Portland Supply to the new Willamette Supply given the differences in water chemistry, specifically chlorine residual. The Portland source uses chloramines while the new Willamette Supply will use free chlorine, making a rapid but controlled conversion an important and central aspect of the District’s WSI Plan.

Given the need to develop a comprehensive strategy, the District formed the WSI Task Force in the fall of 2022. The WSI Task Force is a combination of Engineering, Water Resources, Operations, and Communications staff who are charged with using the tools and resources from the WSI Project to develop the District’s system-specific WSI Plan. These resources included, but were not limited to, the identification of system-specific risk factors (e.g., older water mains), recommended industry best practices related to flushing before and during conversion, and key findings from two Blue Ribbon Panels.

The WSI Task Force developed the first version of the District’s WSI Plan, which will be shared with the Board of Commissioners during the March 5 Work Session. The WSI Plan has four key areas of focus: preparing the system for integration; a phased introduction of the new water supply; a strategic water quality monitoring plan; and preliminary goals for management of the District’s system post-conversion due to the change in chlorine residual. Commissioners will be provided an overview of these four primary elements along with the next steps for successive iterations of the District’s system specific WSI Plan.

Budget Impact:

No budget impact; the cost of preparing this presentation was included in the Adopted 2023-25 Biennial Budget.



Staff Contact Information:

Peter Boone, PE; Chief Operating Officer; 503-848-3054; peter.boone@twwd.org

Joel Cary; Water Resources Division Manager; 503-848-3019; joel.cary@twwd.org

Tara Vanderwey; Senior Water Quality Specialist; 503-848-3087; tara.vanderwey@twwd.org

Attachments:

None

Leadership Team Initials:

Chief Executive Officer	PB	Customer Service Director	N/A
Chief Operating Officer	PDB	IT Services Director	TP
Chief Financial Officer	N/A	Human Resources Director	ab
General Counsel	cb	Water Supply Program Director	TP
Communications Director	SD		





TUALATIN VALLEY

WATER DISTRICT

Date: March 5, 2024
To: Board of Commissioners
From: Justin Dyke, Communications Director
Subject: Water Supply Integration Communications

Key Concepts:

- Provide an overview of the Water Supply Integration Communications project, as well as expected communications work in support of the Water Supply Integration (WSI) project.
- Provide a review of the District's efforts to align the WSI communications efforts with feedback received during the second Blue Ribbon Panel workshop.
- Review ongoing and planned customer research efforts, including how customer research efforts will aid WSI communication campaign planning and key messaging.

Background:

The introduction of water originating from the Willamette River water as a regional supply provides an opportunity for each of the Willamette Water Supply System (WWSS) partners to communicate the benefits, changes, and temporary effects of integrating the new water supply. This communication is planned to arrive to customers simultaneously and consistently through each partner. Coordinated messages, processes, and approaches to communicating will maintain trust with customers and stakeholders, build the community's confidence in the new water supply, and proactively inform the public. These efforts will help educate customers about anticipated temporary changes to their water service and to prepare them for related actions they should take.

Staff from each WWSS partner are collaborating on a large-scale communication plan and campaign implementation strategy to inform the regional shared customer base (the combined retail customers of all the WWSS partners) about the WSI project. This effort is being managed by staff at the Willamette Water Supply Program (WWSP) Program Management Office.

WWSP and District staff have previously worked on related commissioning and WSI plans since 2018. As part of the second WSI Blue Ribbon Panel workshop with national water industry experts in October 2022, a rigorous and inclusive public communications plan was recommended to occur prior to, during, and after the integration process. Following those recommendations, staff from all three partner agencies began working together to clarify joint goals, roles and responsibilities for outreach leading up to, during, and post integration.

The WWSP staff and representatives from each partner collaborated during a series of facilitated workshops to identify communication strategies and approaches to reach intended audiences and map the next steps for a coordinated engagement plan. Following these workshops, the team agreed on the need to retain a qualified consultant through a Request for Proposal (RFP) process to assist and provide the team with various support services, including developing a comprehensive WSI Communication Plan and Toolkit for the partners' use to aid with a successful customer engagement effort. The RFP process resulted in the award of contract to Water Systems Consulting (WSC).

The project team is currently in the early stages of researching customer communication strategies and preferences, which will lead to the creation of a comprehensive communication plan in line with the Blue Ribbon Panel’s recommendation. Communications and water quality staff from each partner are engaged in this work along with staff from the WWSP. Research activities include a telephone survey of 400 combined TVWD, City of Hillsboro, and City of Beaverton residential customers and two focus group sessions with selected customers representative of the region. The goals of the survey and focus group sessions are to gain an increased understanding local perceptions and opinions about drinking water as well as perceptions of different communication tools (social media, news media, etc.) to assist the project team with messaging and campaign development. Campaign planning will continue through the summer and result in a supported communication plan this fall, followed by the beginning of public messaging in advance of WSI.

Additional work will begin as part of a future task order with WSC to implement the approved communications plan and campaign as designed and approved during the first task order. Future tasks under the WSC contract are likely to include media buys, crisis communication planning, communication effectiveness evaluation, and support for partner-led engagement activities as determined during the planning phase in Task Order 1.

Budget Impact:

No budget impact. The cost of preparing this briefing is contained within the District’s Adopted 2023-25 Biennial Budget. The cost of the WSI Communications project is included in the WWSS baseline budget.

Staff Contact Information:

Justin Dyke; Communications Director; 503-848-3036; justin.dyke@tvwd.org

Attachments:

None

Leadership Team Initials:

Chief Executive Officer	<i>JD</i>	Customer Service Director	N/A
Chief Operating Officer	<i>PDB</i>	IT Services Director	<i>TD</i>
Chief Financial Officer	N/A	Human Resources Director	<i>AB</i>
General Counsel	<i>CB</i>	Water Supply Program Director	<i>JD</i>
Communications Director	<i>JD</i>		

