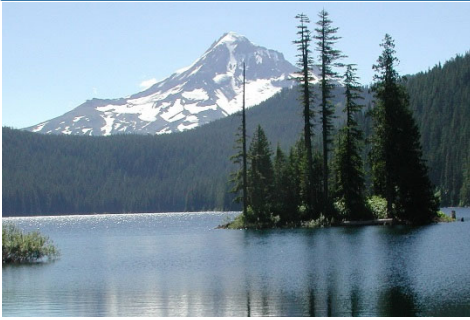


Tualatin Valley Water District



Delivering the Best Water • Service • Value



BOARD WORK SESSION AGENDA

April 2, 2019

President Bernice Bagnall

Treasurer Jim Duggan

Vice President Dick Schmidt

Secretary Todd Sanders

Acting Secretary Jim Doane

Assistive listening devices are available upon request 48 hours prior to the day of the meeting by calling (503) 848-3000. For additional questions or assistance, see the District Recorder seated near the windows.

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

VISION

Delivering the best water • service • value

MISSION STATEMENT

To provide our community quality water and customer service

VALUES

Reliability • Integrity • Stewardship • Excellence • Safety

WORK SESSION – 6:00 PM

CALL TO ORDER

ANNOUNCEMENTS

1. DISCUSSION ITEMS

- A. Board Calendaring Feedback. *Staff Report – Tim Boylan*
- B. Customer Information System Project Update. *Staff Report – Andrew Carlstrom*

ADJOURNMENT

Tualatin Valley Water District



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To: Board of Commissioners
From: Tim Boylan, IT Services Director
Date: April 2, 2019
Subject: Board Calendaring Feedback

Key Concepts:

- Staff wants to facilitate Commissioner tracking of various Board and District meetings.
- Currently, there are two documents used to convey information on upcoming meetings, which are sent to the Board each week in the Thursday Memo.
- Overlap between these two documents leads to multiple staff keeping track of multiple calendar item lists.
- Staff would like to develop a solution that keeps the Board apprised of important meetings while eliminating duplicative work and is seeking feedback from the Board on their needs and preferences.

Background:

The Board attends numerous District-related meetings each month and needs to keep track of various meetings of interest (e.g., neighborhood open houses, rate hearing open houses, intergovernmental governing bodies attended by one or two Commissioners such as the Willamette Intake Facilities Commission).

Staff keeps track of various meetings in two separate and interrelated documents that are sent to the Board each week in the Thursday Memo, specifically the “Upcoming Board Topics” maintained by the District Recorder and “Calendar of TVWD Events” maintained by Communications staff. Staff in the Communications and Administration groups, as well as the Management Team, use these two documents to update information that ultimately shapes public notices, website postings and logistical preparations for each meeting. Since one meeting may show up on both documents, which are managed by separate staff members, each document can quickly become outdated.

At the work session, staff would like to initiate discussion by the Board regarding information needs and preferred delivery to enhance staff efficiency.

Budget Impact:

None

Staff Contact Information:

Tim Boylan; IT Services Director; 503-848-3062; tim.boylan@tvwd.org

Attachments:

None

Management Staff Initials:

Chief Executive Officer	ME	Customer Service Manager	AC
Chief Engineer	N/A	IT Services Director	TB
Chief Financial Officer	N/A	Human Resources Director	N/A
General Counsel	N/A	Water Supply Program Director	N/A

Tualatin Valley Water District



Delivering the Best Water Service Value

To: Board of Commissioners
From: Andrew Carlstrom, Customer Service Manager
Date: April 2, 2019
Subject: Customer Information System (CIS) Project Update

Key Concepts:

- The adopted 2017-19 biennial budget included funding for a new Customer Information System (CIS).
- This project is a joint venture between the District and billing partner Clean Water Services.
- The presentation at the work session will provide a project update.

Background:

This agenda item consists of a presentation on the updated scope, schedule and anticipated budget for the CIS project based on continued progress by the CIS project team.

Budget Impact:

The CIS project will be a multi-year initiative and will continue into the 2019-21 biennium. Both the District and Clean Water Services will share project costs for consultant services as well as for the new system vendor. The District has previously budgeted \$4.9 million for the CIS project, largely through the Capital Improvement Plan (CIP).

Staff Contact Information:

Andrew Carlstrom; Customer Service Manager; 503-848-3024; andrew.carlstrom@tvwd.org

Attachments:

None

Management Staff Initials:

Chief Executive Officer		Customer Service Manager	
Chief Engineer		IT Services Director	
Chief Financial Officer		Human Resources Director	N/A
General Counsel	N/A	Water Supply Program Director	N/A