

TO: Board of Directors **FROM:** Norma J. Camacho
SUBJECT: FY 2017-2018 Q4 Quarterly Ends Policy Outcome Measure Status Report **DATE:** August 31, 2018

Enclosed is the report of FY 2017-2018 Quarter 4 performance, which, per Board policy, is monitored by reporting on the Board Appointed Officer's (BAO) Ends Policy Outcome Measures. This report is one of the ways that the Board monitors the degree to which the Board policies are being met by the Chief Executive Officer.

This report summarizes the status of 108 Outcome Measures, grouped by each Board Ends Policy Objective. Overall, in Quarter 4, 85% of the Ends Outcome Measures (92 of 108) are on target or were met; 10% have been adjusted (11 of 108).

Specifically, five percent (5 of 108) are not on target for the reasons below:

OM-2.1.1. e At least 95% of countywide water supply wells meet primary drinking water standards.

Elevated nitrate in South County (primarily domestic wells) resulted in 79% of wells tested meeting primary standards (this increases to 99% if nitrate is not included). Nitrate is an ongoing groundwater protection challenge throughout the state due to historic and ongoing sources, like fertilizers and septic systems. Action Plan: Continue to implement the nitrate treatment system rebate program for domestic wells and continue efforts to work with regulatory and land use agencies to reduce nitrate loading.

OM-2.1.1. g At least 90% of wells in both the shallow and principal aquifer zones have stable or decreasing concentrations of nitrate, chloride, and total dissolved solids.

This measure is nearly met for chloride, as 82% of wells have stable or decreasing concentrations. The measure is met for nitrate and total dissolved solids. Numerous activities at the land's surface contribute salts to groundwater, including managed recharge and irrigation. Action Plan: Continue to implement activities identified in the District's Salt and Nutrient Management Plans and continue collaborating with regulatory and land use agencies to address salt loading.

OM-2.2.1. a 100% of annual maintenance work plans completed for all transmission and distribution facilities.

100% completion of work plans has not historically been achieved. There were 61 annual maintenance work plan projects for the raw water transmission and distribution system planned for FY 2018. Some projects were not completed either due to lack of staff resources or facility shutdown re-prioritization. For FY 2019, there are 86 annual maintenance work plan projects planned.

OM 2.3.1.b. 100% of annual maintenance work plans completed for all facilities.

100% completion of water treatment work plans has not historically been achieved. There are 62 work plan projects planned for FY 2017-2018. Through Q4, 74% were completed. Treated water maintenance resources are currently insufficient to meet all maintenance targets, including preventive maintenance, corrective maintenance, asset rehabilitations and replacements, capital project support, and other project needs. All remaining tasks will be carried over to FY 2019.

OM 3.1.2.b. 100% of levees inspected and maintained annually.

Approximately 97% of levees were inspected and maintained in FY 2018. Reasons for slight deviation from measure include significant increases in Access Valley Water (AVW) cases/responses (much of this owing to drought, storm events, high flows, and encampments), loss of Pajaro Watershed Field Operations Administrator to temporary promotional opportunity in another unit early in FY 2017, and loss of Engineering Technician III to temporary promotional opportunity in another unit halfway through FY 2017 contributing to these measures needing adjustment (these had a domino effect into FY 2018). In addition, staff's ability to safely conduct creek and levee inspections has been compromised in certain high-risk areas (i.e., so we have not been conducting inspections where it is not safe to do so and/or if we do not have law enforcement support in those areas). Furthermore, re-prioritizing work to address post-flooding (large woody debris) issues on Coyote Creek on City of San Jose lands impacted staff's ability to conduct creek and levee inspections. To help better achieve these measures in the future, the unit: (1) is undertaking an improvement process to streamline and prioritize inspections; and (2) hired two temporary Engineering Technicians and hired (replaced) two permanent Engineering Technicians in early FY 2018 to assist with inspections and AVW responses.

These performance areas are monitored quarterly by Watersheds and Water Utility Enterprise and their status is reported to the CEO.

As part to the Board's desire to govern transparently and effectively, the Board's role is to serve as the initiator of policy and delegator of authority to its BAO's.

The organization's performance toward accomplishing the Board's Ends policy goals and objectives is the responsibility of the Board Appointed Officers. Through the BAOs' interpretation of these policies, Outcome Measures are derived and implemented through the budget process and guide development of project and individual staff work plans. These plans specify operational activities to be implemented to achieve the Board's direction for the organization.

The BAOs analyze and monitor organizational performance through operational Quarterly Management Reviews and report results to the Board through Quarterly Performance Reports, as required by Board-BAO Linkage Policy 5.4:

All policies which instruct the BAOs will be monitored at a frequency and by a method chosen by the Board. The Board can monitor any policy at any time by any method, but will ordinarily depend on a routine schedule. Frequency = Quarterly.

The performance of the Outcome Measures are regularly monitored to ensure that they are achieved and meet customer expectations and are used to monitor the CEO's performance.

The alignment of the Board policies, BAO Interpretations, and the Budget Process supports a cycle of continual improvement. The outcomes from monitoring either reinforce existing Board policy or facilitate recommended policy changes for Board consideration.

Please contact me if you have comments or questions about this report.

Norma J. Camacho
Chief Executive Officer

FY 2017-2018 Q4 Quarterly Outcome Measure Status

Board Ends Policy Objective			Overall Outcome Measure Status ¹
1	E-2.1.1	Aggressively protect groundwater from the threat of contamination and maintain and develop groundwater to optimize reliability and to minimize land subsidence and salt water intrusion.	On target: 75% (6 of 8) Adjusted: 0% Not on Target: 25% (2 of 8)
2	E-2.1.2	Protect, maintain, and develop local surface water.	On target: 37% (3 of 8) Adjusted: 63% (5 of 8) Not on Target: 0%
3	E-2.1.3	Protect, maintain, and develop imported water.	On target: 100% (1 of 1) Adjusted: 0% Not on Target: 0%
4	E-2.1.4	Protect, maintain, and develop recycled water.	On target: 100% (1 of 1) Adjusted: 0% Not on Target: 0%
5	E-2.1.5	Maximize water use efficiency, water conservation, and demand management opportunities.	On target: 100% (2 of 2) Adjusted: 0% Not on Target: 0%
6	E-2.1.6	Prepare for and respond effectively to water utility emergencies.	On target: 100% (2 of 2) Adjusted: 0% Not on Target: 0%
7	E-2.2.1	Raw water transmission and distribution assets are managed to ensure efficiency and reliability.	On target: 67% (2 of 3) Adjusted: 0% Not on Target: 33% (1 of 3)
8	E-2.3.1	Meet or exceed all applicable water quality regulatory standards.	On target: 0% Adjusted: 67% (2 of 3) Not on Target: 33% (1 of 3)

¹ There are 108 Outcome Measures monitored by the Board Appointed Officers. Each Ends Policy Objective is monitored by 1 or more Outcome Measures; the results of which are reported as a percentage in the Outcome Measure Status column.

Board Ends Policy Objective			Overall Outcome Measure Status ¹
9	E-2.3.2	Maintain effective relationships with the retailer and other stakeholders to ensure high quality, reliable drinking water.	On target: 100% (2 of 2) Adjusted: 0% Not on Target: 0%
10	E-3.1.1.	Protect parcels from flooding by applying an integrated watershed management approach that balances environmental quality and protection from flooding.	On target: 79% (11 of 14) Adjusted: 21% (3 of 14) Not on Target: 0%
11	E-3.1.2.	Preserve flood conveyance capacity and structural integrity of stream banks, while minimizing impacts on the environment and protecting habitat values.	On target: 89% (8 of 9) Adjusted: 0% (1 of 9) Not on Target: 11% (1 of 9)
12	E-3.2.1.	Promote the preservation of flood plain functions.	On target: 100% (4 of 4) Adjusted: 0% Not on Target: 0%
13	E-3.2.2.	Reduce flood risks through public engagement.	On target: 100 % (4 of 4) Adjusted: 0% Not on Target: 0%
14	E-3.2.3.	Prepare and respond effectively to flood emergencies countywide to protect life and property.	On target: 100% (10 of 10) Adjusted: 0% Not on Target: 0%
15	E-4.1.1.	Preserve creeks, bay, and ecosystems through environmental stewardship.	On target: 100% (13 of 13) Adjusted: 0% Not on Target: 0%
16	E-4.1.2.	Improve watersheds, streams, and natural resources.	On target: 100% (12 of 12) Adjusted: 0% Not on Target: 0%

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Board Ends Policy Objective			Overall Outcome Measure Status ¹
17	E-4.1.3.	Promote the protection of creeks, bay, and other aquatic ecosystems from threats of pollution and degradation.	On target: 75% (3 of 4) Adjusted: 25% (1 of 4) Not on Target: 0%
18	E-4.1.4.	Engage and educate the community in the protection of water quality and stream stewardship.	On target: 100% (3 of 3) Adjusted: 0% Not on Target: 0%
19	E-4.1.5.	Prepare and respond to emergencies that threaten local waterways.	On target: 100% (1 of 1) Adjusted: 0% Not on Target: 0%
20	E-4.1.6.	To the extent within practicable control of the District, adopt a strategy to restore the salmonid fishery on identified salmonid streams within fifteen years of strategy adoption by creating suitable accessible spawning and rearing habitats.	Outcome Measure for this Objective pending board review.
21	E-4.2.1.	Support healthy communities by providing access to additional trails, parks, and open space along creeks and in the watersheds.	On target: 100% (1 of 1) Adjusted: 0% Not on Target: 0%
22	E-4.2.2.	Support healthy communities by providing appropriate public access to District facilities.	On target: 100% (1 of 1) Adjusted: 0% Not on Target: 0%
23	E-4.3.1.	Reduce greenhouse gas emissions to achieve carbon neutrality by 2020.	On target: 100% (2 of 2) Adjusted: 0% Not on Target: 0%

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