



# MEMORANDUM

**TO:** Board of Directors  
**FROM:** Norma J. Camacho  
**SUBJECT:** FY 2018-2019 Q4 Quarterly Ends Policy Outcome Measure Status Report  
**DATE:** August 30, 2019

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Enclosed is the report of FY 2018-2019 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, 81% of the Ends Outcome Measures (88 of 108) are on target or were met; 11% have been or will be adjusted (12 of 108).

Specifically, seven percent (8 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 84% of wells tested meeting primary standards (this increases to 99% if nitrate is not included). Action Plan: Continue to implement the free domestic well testing and nitrate treatment system rebate programs for domestic wells; continue efforts to work with regulatory and land use agencies to address this long-term issue.

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 not met for chloride as 82% of wells have stable or decreasing concentrations. The measure is met for nitrate and total dissolved solids. Action Plan: Implement activities identified in the Salt and Nutrient Management Plans; 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.

For FY19, there were 86 annual maintenance work plan projects for the raw water transmission and distribution system. 25 of 86 (29%) projects were completed. 50 projects (58%) were rescheduled to future years. Most were re-scheduled because the facility could not be taken out of operation for maintenance. An additional 11 (13%) were cancelled because they were found to be more appropriately categorized and tracked as preventive or routine maintenance.

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

Q4 completion rate 68%. Due to plant conditions, some items will be carried over to Q1 & Q2 FY20. Expected completion estimated to be >50%.

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

Approximately 98% of levees were inspected and maintained in FY19. To help better achieve these measures in the future, the unit: (1) has undertaken an improvement process to streamline and prioritize inspections; and (2) is in the process of hiring a temporary Engineering Technician and will be hiring (replacing) one permanent Engineering Technician vacancy to assist with inspections and AVW responses.

OM-3.1.2.e. 100% of maintenance projects comply with the Stream Maintenance Program permit best management practices.

A violation occurred on February 7, 2019, when VFO Contractors knocked down a hummingbird nest when they cut down a tree. Appropriate agencies were notified and corrective action was taken. We modified our biological survey process to shorten the time between survey and work.

OM-3.2.1.a. 90% of Water Resource Protection Ordinance violations are resolved.

69 cases were opened 4/1/19 – 6/30/19; 20 (29%) were resolved within the quarter; 49 (71%) remained open at the end of Q4; and 44 of the remaining open cases are part of the Calabazas Creek Erosion project. Timeline for the resolution of these cases are coordinated with the Capital Unit. The remaining 5 cases have a compliance date past the end of Q4.

OM-4.2.2.a. Agreements with responsible partner agencies are in place for appropriate public access to District facilities.

An agreement with the City of San Jose for the Joint Use Agreement for Coyote Creek Trail, expired in the summer of 2018 and Valley Water and City staff are coordinating on updating and renewing the agreement.

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

As part of 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.

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Norma J. Camacho  
Chief Executive Officer

## FY 2018-2019 Q4 Quarterly Outcome Measure Status

Board Ends Policy Objective			Overall Outcome Measure Status <sup>1</sup>
1	E-2.1.1	<b>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.</b>	On target: 75% (6 of 8) Adjusted: 0% Not on Target: 25% (2 of 8)
2	E-2.1.2	<b>Protect, maintain, and develop local surface water.</b>	On target: 38% (3 of 8) Adjusted: 63% (5 of 8) Not on Target: 0%
3	E-2.1.3	<b>Protect, maintain, and develop imported water.</b>	On target: 100% (1 of 1) Adjusted: 0% Not on Target: 0%
4	E-2.1.4	<b>Protect, maintain, and develop recycled water.</b>	On target: 0% Adjusted: 100% (1 of 1) Not on Target: 0%
5	E-2.1.5	<b>Maximize water use efficiency, water conservation, and demand management opportunities.</b>	On target: 100% (2 of 2) Adjusted: 0% Not on Target: 0%
6	E-2.1.6	<b>Prepare for and respond effectively to water utility emergencies.</b>	On target: 100% (2 of 2) Adjusted: 0% Not on Target: 0%
7	E-2.2.1	<b>Raw water transmission and distribution assets are managed to ensure efficiency and reliability.</b>	On target: 0% Adjusted: 67% (2 of 3) Not on Target: 33% (1 of 3)
8	E-2.3.1	<b>Meet or exceed all applicable water quality regulatory standards.</b>	On target: 67% (2 of 3) Adjusted: 0% Not on Target: 33% (1 of 3)

<sup>1</sup> 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 <sup>1</sup>	
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: 78% (7 of 9) Adjusted: 0% Not on Target: 22% (2 of 9)
12	E-3.2.1.	Promote the preservation of flood plain functions.	On target: 75% (3 of 4) Adjusted: 0% Not on Target: 25% (1 of 4)
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: 92% (11 of 12) Adjusted: 8% (1 of 12) Not on Target: 0%

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Board Ends Policy Objective			Overall Outcome Measure Status <sup>1</sup>
17	E-4.1.3.	Promote the protection of creeks, bay, and other aquatic ecosystems from threats of pollution and degradation.	On target: 100% (4 of 4) Adjusted: 0% 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: 0% Adjusted: 0% Not on Target: 100% (1 of 1)
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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