



SANTA CLARA VALLEY WATER DISTRICT

NON-AGENDA

June 9, 2023

Board Policy EL-7 Communication and Support to the Board
The BAOs shall inform and support the Board in its work.

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130		Email from Director Santos to Libby Lucas, dated 6/6/23, regarding the Calabazas/San Tomas Aquino Creek-Marsh Connection Project.

CEO BULLETIN

CEO BULLETIN



To: Board of Directors
From: Rick L. Callender, CEO

Weeks of May 18 – June 8, 2023

Board Executive Limitation Policy EL-7:

The Board Appointed Officers shall inform and support the Board in its work. Further, a BAO shall 1) inform the Board of relevant trends, anticipated adverse media coverage, or material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established and 2) report in a timely manner an actual or anticipated noncompliance with any policy of the Board.

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<u>9</u>	<u>Beall</u> Provide Director Beall with a copy of the FMLA/CFRA policy/work instructions. R-23-0003
<u>10</u>	<u>Beall</u> Provide Director Beall with a copy of the recent employee survey with the complete results and comments. I-23-0017

1. Central California Coast Steelhead Regional Temperature Study.

On October 20, 2020, the State Water Resources Control Board adopted the 2018 proposed 303(d) list of impaired waters, which listed the cold freshwater habitat and migration beneficial uses of lower Los Gatos Creek as impaired by elevated water temperature. The listing was based on guidelines for temperature tolerance of steelhead that were developed for waters of the Pacific Northwest (PNW) and may be inappropriate for the Central California Coast (CCC). To address the lack of informed temperature thresholds for CCC steelhead, Valley Water led a two-year steelhead

temperature study in coordination with the Regional Water Quality Control Board and other regulatory and water agencies in the San Francisco Bay area.

As part of this study Valley Water contracted with Stillwater Sciences to compile and analyze existing data from the CCC region to determine steelhead probability of occurrence based on stream temperature. They found that temperature was associated with steelhead presence and density, however in some cases stream order and interannual variability were more important factors. Steelhead were present in up to 28°C, temperatures which have been found to be limiting or lethal to more northern populations, and there was no evidence that existing water temperatures are negatively impacting fish condition in the CCC region. Stillwater was not able to detect an upper lethal limit using the existing data due to the lack of data collected at higher temperatures, likely due to permit conditions restricting fish sampling above temperatures associated with PNW guidelines. Stillwater recommended additional data collection to better understand temperatures limiting to CCC steelhead.

Next, at the direction of Valley Water the San Francisco Estuary Institute convened an independent expert panel to recommend and prioritize a suite of studies necessary to address key data gaps regarding CCC steelhead temperature tolerance. Their recommendations were provided in the Central California Coast Steelhead Regional Temperature Study Technical Review Panel Recommendations Report for Valley Water. Additional funding and collaboration from other agencies and researchers throughout the CCC area will be needed to implement the data collection and experimental studies recommended by the expert panel and ultimately improve temperature evaluation guidelines protective of CCC steelhead that meet regulatory requirements, and to potentially support a reassessment of the 303(d) listing of Los Gatos Creek

For further information, please contact Lisa Bankosh at (408) 630 - 2618

2. National River Cleanup Day – Saturday, May 20, 2023.

In support of the 31st National River Cleanup Day (NRCDD), Valley Water, in partnership with the Creek Connections Action Group (CCAG), coordinated another successful cleanup event in Santa Clara County on Saturday, May 20, 2023, from 9 a.m. to noon.

This year, there were a total of 43 cleanup sites throughout the county. A total of 676 volunteers cleaned 50.54 miles of creeks, shoreline, and natural areas, removing approximately 30,326 pounds of trash and recyclables.

Valley Water Youth Commissioners and staff hosted a cleanup site at the Guadalupe River behind Valley Water Headquarters. There were 19 volunteers at this site, including Director Jim Beall. Director Rebecca Eisenberg also attended two cleanup sites in Palo Alto. Some of the most interesting items volunteers picked up included the following: a pair of cowboy boots, an Xbox, a single ski, a golf club, a remote-control helicopter, a wheelchair, an iPhone, a DVD player, a gas tank, an ironing board, a ladder, and a sled.

Valley Water will leverage the momentum from the event to encourage volunteers to sign up for the Adopt-A-Creek Program and other Valley Water volunteer efforts, including Coastal Cleanup Day, which will take place later this year on Saturday, September 23.

The CCAG is a consortium of public agencies that share the goal of protecting Santa Clara County's waterways including Valley Water (Chair), Santa Clara County Parks and Recreation Department, West Valley Clean Water Program Authority (Campbell, Monte Sereno, Saratoga, and the Town of Los Gatos), and the cities of Santa Clara, Milpitas, Sunnyvale, Cupertino, Palo Alto, Morgan Hill, Gilroy, and San José (Parks Recreation and Neighborhood Services).

For further information, please contact Donald Rocha at (408) 630-2338.

3. Project of the Year Award for the Hale Creek Enhancement Pilot Project.

The Hale Creek Enhancement Pilot Project has been awarded the 2023 Project of the Year Award, in the Environment/Parks \$5-\$25 million category, from the American Public Works Association (APWA) Silicon Valley Chapter. The APWA is an international educational and professional association of public agencies, private sector companies, and individuals dedicated to providing high quality public works goods and services.

The APWA Silicon Valley Chapter recognized the Hale Creek Enhancement Pilot Project as a public works project that demonstrated excellence in its planning, design and construction, and in efforts between various stakeholders to complete the project. The project was recognized for its dual purpose: providing enhanced flood protection for properties adjacent to Hale Creek while also restoring the geomorphic and habitat functions in the creek by replacing the concrete lined channel with soil and native riparian plants. The APWA Silicon Valley Chapter Awards Ceremony was held on May 17, 2023.

For further information, please contact Karl Neuman at (408) 630-3059.

4. Publication of Interactive Story Map Highlighting Successful Water Conservation Projects.

Valley Water's Water Efficient Technology (WET) Rebate Program offers commercial, industrial, and institutional (CII) properties rebates of up to \$100,000 for implementing equipment upgrades that result in measurable water savings. Unlike other conservation programs, this program did not exhibit an increase in participation during the drought despite relatively consistent participation in the past. WET is Valley Water's longest running and most cost-effective water conservation program. Valley Water continues to devise strategies to increase awareness of and participation in WET.

One improvement to promote WET that staff have developed and published is an interactive story map: <https://storymaps.arcgis.com/stories/16a46abe4faa4752a68b62e935d6a43>

The map showcases a sample of successfully completed WET projects. The story map helps promote WET, inspire others to identify projects that can conserve water and money, and showcase to the public the success of a business' investment and their commitment to conserving water. This story map will help address the challenge to communicate the possibilities of this program to facility and property managers, which has provided incentives to very diverse projects of specialized CII equipment from cooling towers to ozone laundry equipment to medical equipment. The map allows users to sort equipment retrofits by site type; to read descriptions of individual projects; and to review highlights of rebate amounts, water savings, and project costs. This map is an ongoing project, and Valley Water will continue to add historical projects and new projects in the future.

Valley Water continues to make improvements to WET while supporting prior improvements, such as increasing the rebate cap from \$50,000 to \$100,000 in 2021. The new story map will support prior and future improvements by providing a platform to showcase WET offerings. Valley Water believes the story map will lead to increased participation in WET, which will help Valley Water achieve our long-term water savings targets.

For further information, please contact Kirsten Struve at (408) 630-3138.

5. Recurring Report on Personnel Vacancies

Valley Water strives to attract, develop and retain a talented and diverse workforce. Our employees come from diverse, cultural and professional backgrounds. The district promotes high performance, diversity and equal employment opportunities. Per the Board's request, a monthly report on staffing levels and vacancies will be provided.

The following is information on Valley Water Staffing Levels through May 23, 2023:

- 909 - Total Positions
- 845 - Number of positions filled
- 564 - Total Vacant positions
- 7% - Current Vacancy Factor
- 7 – Separations in May 2023

For further information, please contact Patrice McElroy at (408) 630-3159.

6. Safe, Clean Water Grant Closeout: Downtown Streets Team's El Camino Real Clean Up Project.

In Fiscal Year 2018, Valley Water awarded Downtown Streets Team a \$122,279.63 Safe, Clean Water Program B3 Grant for their El Camino Clean Up Project (Project). Downtown Streets Team completed the Project on June 29, 2021 and submitted the final invoice items on June 13, 2022, allowing for grant closeout.

Downtown Streets Team is a 501(c)(3) nonprofit organization that serves the unhoused community in the Bay Area, providing them with resources and engaging them in community beautification projects. Downtown Streets Team worked to reduce water contaminants in the surface and groundwater along El Camino Real in Sunnyvale, CA. In addition to the cleanup efforts, Downtown Streets Team coordinated community presentations to different organizations and agencies in Sunnyvale to communicate the impacts of the Project. The grant funds allowed for the distribution of pocket ashtrays to the communities along El Camino Real as a preventative measure to keep cigarette butts from entering storm drains and waterways. Due to the impact of the COVID-19 pandemic, Downtown Streets Team was not able to provide additional educational in-person workshops and community cleanup events. Grantee was able to develop and further existing relationships with agencies in Sunnyvale, such as the City of Sunnyvale and Leadership Sunnyvale, to keep the area clean.

Key Outcomes:

- Removed 79.64 cubic yards of debris.
- Collected 427.5 bags of debris.
- Collected 69,258 cigarette butts.
- Distributed 325 pocket ashtrays through peer-to-peer outreach efforts.
- Conducted over 20 community presentations and coordinated over 11 clean-up events

For further information, please contact Donald Rocha at (408) 630-2338.

7. Update on progress toward long-term water conservation targets.

Valley Water has provided a robust water conservation program since 1992. In November 2019, the Board approved the 2040 Water Supply Master Plan that updated the long-term conservation targets to 99,000 acre-feet per year (AFY) and 109,000 AFY by 2030 and 2040, respectively.

Valley Water tracks progress towards the long-term conservation targets using a custom, Excel-based Water Conservation Savings Model (Savings Model). In March 2023, the Water Conservation and Demand Management Committee (Board Committee) received information on how Valley Water uses the Savings Model to evaluate water conservation program offerings, analyze program water-saving potential and cost-effectiveness, and update annual savings across all programs relative to the long-term savings targets. The updated annual savings were delivered to the Board Committee on April 24, 2023.

Water Conservation Programs have saved 80,073 acre-feet per year by the end of fiscal year (FY) 2022 (81% of the 2030 target). The Board Committee received an update on this progress at their April 2023 meeting. This level of conservation represents an increase of 3,489 acre-feet between FY 2021 and FY 2022: an increase of 46% compared to the savings increase between FY 2020 and FY 2021. These long-term, permanent water savings do not include additional savings from behavioral changes during the 2021-2023 drought response.

By advertising the conservation programs year-round, maintaining the increased Landscape Rebate Program rebate amount of \$2 a square foot, and promoting programs for the commercial, industrial, and institutional sectors, Valley Water anticipates participation rates to be comparable in FY 2023. Valley Water will continue to improve existing programs, leverage existing staff and financial resources, and develop new programs to achieve long-term water conservation targets.

For further information, please contact Kirsten Struve at (408) 630-3138.

8. Valley Water's public meeting on the Calabazas/San Tomas Aquino Creek-Marsh Connection Project.

On May 16, 2023, Valley Water held a public meeting to present the Calabazas/San Tomas Aquino Creek - Marsh Connection Project. The hybrid event was offered at the Alviso Branch Library and through Zoom. The meeting attracted a total of 42 public participants, with 7 people attending in person and 35 joining virtually, including staff from the offices of Congressman Ro Khanna, Senator Aisha Wahab and Santa Clara County Board of Supervisors President Susan Ellenberg.

Valley Water Board Director Richard Santos provided opening and closing remarks. The presentation covered a project overview, five conceptual alternatives and was followed by a Question-and-Answer session, where staff engaged with community members.

A link to the recording of the public meeting is available on the project website and Valley Water's YouTube channel.

For further information, please contact Donald Rocha at (408) 630-2338.

**9. Beall
Provide Director Beall with a copy of the FMLA/CFRA policy/work instructions.
R-23-0003**

In response to Board Member Request R-23-0003, a copy of Valley Water's Family & Medical Care (FMLA), California Family Rights Act (CFRA), and Pregnancy Disability Leave Law Work Instructions was provided in the Board's May 26, 2023 Non-Agenda packet.

For further information, please contact Patrice McElroy at (408) 630-3159.

10. Beall

Provide Director Beall with a copy of the recent employee survey with the complete results and comments.

I-23-0017

In January 2023, Valley Water engaged Newhouse Project Consulting (NPC) to create an Employee Engagement Survey that evaluates the employee experience, working environment, organizational culture, and leadership at Valley Water. As planned by Valley Water Management, NPC provided Valley Water top-line results that were presented to the Diversity and Inclusion Committee on May 26, 2023. Since then, NPC has completed its independent analysis of the results and the final employee survey report and presentation was shared with all employees on June 8, 2023 and is published in the June 9, 2023 Non-Agenda.

For further information, please contact Patrice McElroy at (408) 630-3159.

A monthly assessment of trends in water supply and use for Santa Clara County, California

Outlook as of June 1, 2023

On April 20, 2023, the State Water Project (SWP) increased its allocation from 75% to 100% of contract amount. On the same day, the U.S. Bureau of Reclamation increased its 2023 south-of-delta Central Valley Project (CVP) agricultural allocation from 80% to 100% and maintained allocation of 100% of historic Municipal & Industrial (M&I) use. Thanks to healthy winter storms, Santa Clara County's drought classification was changed in March from Abnormally Dry to "None." On April 11, 2023, the Board of Directors rescinded its call for mandatory 15% water use reduction and transitioned from drought response to actions to make water conservation a way of life in Santa Clara County.

Weather

- Rainfall in San José:
 - » Month of May, City of San José = 0.51 inches
- Rainfall year total = 21.61 inches or 151% of average to date (rainfall year is July 1 to June 30)
- On May 31 Northern Sierra snowpack was 270% of normal for this date

Local Reservoirs

- Total June 1 storage = 75,391 acre-feet

Reservoir Storage	All Ten Valley Water Reservoirs	All Reservoirs Except Anderson
Storage as % of unrestricted capacity	45%	75%
Storage as % of restricted capacity (1)	120%	97%
Storage as % of the 20-year average for June 1	80%	127%

(1) Per the Federal Energy Regulatory Commission's order, the capacity of Anderson Reservoir was restricted to the deadpool storage as of October 1, 2020

- Approximately 673 acre-feet of imported water delivered into Calero Reservoir during May 2023
- Total estimated releases to streams (local and imported water) during May were 30,730 acre-feet (based on preliminary hydrologic data)

Treated Water

- Below average demands of 8,113 acre-feet were delivered in May
- This total is 84% of the five-year average for the month of May
- Year-to-date deliveries are 29,602 acre-feet or 90% of the five-year average

Groundwater

- Groundwater levels in most regional monitoring wells are lower than last month, indicating water levels have peaked and seasonal declines have begun. All water levels are higher relative to May 2022. The end of 2023 groundwater storage is projected to be in Stage 1 (Normal) of the Water Shortage Contingency Plan. Valley Water continues to plan for rapidly evolving conditions.

	Santa Clara Subbasin		Llagas Subbasin
	Santa Clara Plain	Coyote Valley	
May 2023 managed recharge estimate	7,600	1,500	1,500
YTD managed recharge estimate	33,500	5,200	6,400
YTD managed recharge as % of five-year average	173%	93%	86%
April 2023 pumping estimate	2,500	1,100	1,900
YTD pumping estimate	10,200	3,500	6,900
YTD pumping as % of five-year average	53%	111%	91%
Current index well groundwater levels compared to May 2022	32 Feet Higher	18 Feet Higher	30 Feet Higher

All volumes are in acre-feet. All data is for 2023 except where noted. YTD = Year-to-date.

Imported Water

- In May, the SWP operated Banks pumping plant with an average daily export of 7,780 acre-feet, resulting in a total export of 241,193 acre-feet from the Sacramento-San Joaquin Delta
- In May, the CVP operated Jones pumping plant with an average daily export of 7,182 acre-feet in May, resulting in a total export of 222,645 acre-feet from the Sacramento-San Joaquin Delta
- Both the SWP's and CVP's portion of San Luis Reservoir has filled, and excess water in the Delta has been made available to contractors (also known as interruptible water). Through the end of April, Valley Water has received 12,199 acre-feet of interruptible water through the SWP

WY 2023 Imported Water Allocations	Allocation	Allocation (acre-feet)	Details
SWP	100%	100,000	-
CVP	100% Ag 100% M&I	152,500 total	-
State-wide Reservoir Storage	Capacity	Current Storage (acre-feet)	Average for Date (as of 5/30/23)
Shasta Reservoir	98%	4,455,056	117%
Oroville Reservoir	97%	3,439,155	122%
San Luis Reservoir	99%	2,012,987	141%
Semitropic Groundwater Bank	Capacity	Current Storage (acre-feet)	Date of Data
	73%	253,882	4/30/23
Estimated SFPUC Deliveries	April 2023 (acre-feet)	2023 Total to Date (acre-feet)	Five-Year Annual Average (acre-feet)
	3,031	11,013	47,500

Conserved Water

- Saved 80,078 acre-feet in FY22 through Valley Water's long-term conservation program (baseline year is 1992)
- Long-term program goal is to save nearly 100,000 acre-feet by 2030 and 110,000 acre-feet by 2040
- On June 9, 2021, the Board called for a mandatory 15% reduction in water use compared to 2019. Based on improved water supply, the Board rescinded the mandatory call and replaced it with a voluntary call for 15% water use reduction compared to 2019 on April 11, 2023
- Countywide water savings compared to 2019 (Valley Water's baseline) and 2020 (State's baseline)

Baseline Year	Santa Clara County	
	2019	2020
April 2023 Savings	10%	9%
Cumulative*	7%	12%

*Cumulative for 2019 baseline begins in June 2021 and for 2020 baseline begins in July 2021

Recycled Water

- Estimated May 2023 production = 1,618 acre-feet
- Estimated year-to-date through May = 4,409 acre-feet or 83% of the five-year average
- Silicon Valley Advanced Water Purification Center produced an estimated 1.6 billion gallons (4,803 acre-feet) of purified water in 2022. Since the beginning of 2023, about 1,154 acre-feet of purified water has been produced. The purified water is blended with existing tertiary recycled water for South Bay Water Recycling Program customers

Alternative Sources

- As of December 10, 2019, Valley Water's wastewater contract right from Palo Alto/Mountain View remains at 11,200 acre-feet/year

CONTACT US

To find out the latest information on Valley Water projects or to submit questions or comments, email info@valleywater.org or use our **Access Valley Water** customer request system at <https://deliver.com/2yukx>.



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BOARD MEMBER REQUESTS and Informational Items

Report Name: Board Member Requests

Request	Request Date	Director	BAO/Chief	Staff	Description	20 Days Due Date	Expected Completion Date	Disposition
I-23-0017	05/25/23	Beall	Yoke	Mcelroy	Provide Director Beall with a copy of the recent employee survey with the complete results and comments.	06/14/23		

**MEMORANDUM**

FC 14 (01-25-23)

TO: Board of Directors**FROM:** Patrice McElroy
Deputy, Human Resources**SUBJECT:** 2023 Employee Survey Results**DATE:** June 8, 2023

Newhouse Project Consulting (NPC) developed, administered, and analyzed the results from a survey sent to all Valley Water employees in early 2023. NPC is a boutique consulting firm headquartered in the San Francisco Bay Area, focused on providing a range of organizational management consulting services for public and private companies with a focus on organizational development, change management & adoption, and technology solutions.

The purpose of the employee survey is to collect data and feedback regarding the employee experience, working conditions, and organizational culture and leadership at Valley Water. By understanding these aspects, Valley Water leadership aims to identify strengths as well as areas of opportunities for improvement to enhance employee engagement and overall organizational effectiveness.

The 2023 Employee Survey was developed by NPC based on previous surveys administered to all employees, including the 2018 Great Places to Work survey and the 2021 Equity Assessment. The response rate for the 2023 Employee Survey was 65% or 558 of the 855 employees* (this number reflects the employees at the time the survey was taken). Employees answered 45 questions and provided comments that were analyzed by theme and demographics to provide insights for continuous improvement. Initial top-line results were presented to the Diversity and Inclusion Committee on May 26, 2023.

Attached is the 2023 Employee Survey Final Report prepared by NPC. The report details the survey development process, survey results, key findings and themes, and recommendations. Also attached is the 2023 Employee Survey PowerPoint Presentation that was prepared and presented by NPC to Valley Water management and bargaining group leaders. The final report and PowerPoint presentation were also shared with all Valley Water employees.

DocuSigned by:

A handwritten signature in black ink that reads "Patrice McElroy".

OF5072C343EF430...

PATRICE MCELROY

Deputy Administrative Officer
Human Resources

Attachments: 1. 2023 Employee Survey - Final Report
2. 2023 Employee Survey - PowerPoint Presentation



2023 Employee Survey

Ginni Brown, M.S.
Newhouse Project Consulting

Why 2023 Employee Survey?

To live up to the standards that standards that Santa Clara Water District has set for it for itself.

- ✚ Valley Water is committed to providing excellent service to all customers.
- ✚ All individuals are unique and important, and will be treated with fairness, dignity, and respect.
- ✚ Valley Water takes pride in its work and is accountable to carry out its responsibilities safely with honesty and integrity.
- ✚ Initiative, leadership, personal development, and training are vital for continuous improvement.
- ✚ Open communication, cooperation, and teamwork are shared responsibilities and essential to the successful performance of Valley Water.
- ✚ Valley Water is committed to creating an inclusive work environment, which reflects and supports the diversity of the community and enriches our perspectives.
- ✚ Valley Water strives to support a work culture and workplace environment that attracts and retains superior employees empowered to make decisions about, and take responsibility for, how they do their jobs.
- ✚ Valley Water is committed to its employees and supports market-based competitive compensation that is equitable and rewards accomplishment and encourages high performance.
- ✚ Valley Water is committed to sustaining a healthy work-life balance for its employees and places a high value on all the things that provide enrichment and fulfillment, including work and career, health and fitness, family and relationships, spirituality, community service, hobbies and passions, intellectual stimulation, rest and recreation.

Executive Summary

The purpose of the survey was to collect data and feedback regarding the employee experience, working conditions, and organizational culture and leadership within the organization. Employees answered 45 questions and provided over 300 comments to be analyzed by theme and demographics to provide insights for continuous improvement.

By understanding these aspects, the District can identify strengths and areas for improvement to enhance employee engagement and overall organizational effectiveness.

Employee Survey Response

The response rate for the 2023 Employee Survey was 65% or 558 of the 855 employees* (this number reflects the employees at the time the survey was taken) at Santa Clara Water District.

Compared to previous surveys, the response rate is higher than the 2021 Equity Assessment Survey, which had a 60% response rate (451 responses from 750 staff employees) and lower than the 2018 Great Place to Work Survey response rate of 73% (548 responses from 730 employees).

The response rate for the 2023 Employee Survey of 65% can provide valuable insights into the workforce's attitudes. While the overall averages of the majority can inform decision-making, identify improvement areas, or validate assumptions, this report reviews distinguishing highs and lows that make up the average ratings.

Since the survey was voluntary and some employees did not respond to it or respond without reporting demographics related to age, gender, or ethnicity, results may only partially represent the diverse perspectives and experiences within the organization. Nonetheless, the survey results still serve as a valuable tool for understanding the prevailing sentiments and identifying potential areas for continuous improvement and employee engagement.

Survey Development

As part of developing the 2023 Employee Survey, results of previous surveys, namely the Great Place to Work (GPTW) and Equity Assessment (EA), were reviewed. Furthermore, we included several recurring questions to evaluate changes.

The selection of survey questions was a collaborative effort involving discussions, reviews, revisions, and feedback from key stakeholders; Theresa Chinte, Office of the CEO; Blanca Sanchez-Cruz from the REDI office; and Patrice McElroy from Human Resources.

Survey Content and Format

The three-part approach to the survey questions prompted employees to contemplate forty-three questions from three perspectives. The initial perspective focuses on their individual work experience. The second perspective assessed whether the work environment was conducive to their success. Finally, the third perspective analyzes whether the organizational culture and leadership lives up to Valley Water's values. Two additional questions were included for overall feedback:

- Rate how likely you are to recommend Valley Water as an employer to a friend.
- Rate your overall employee experience.

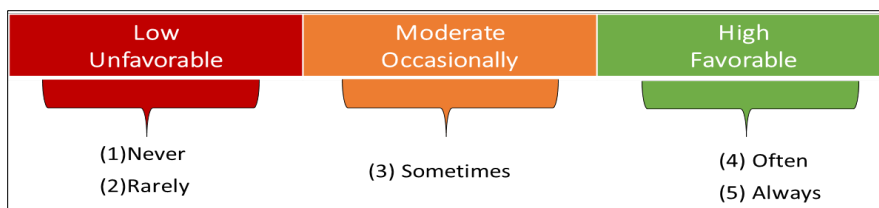
Two questions were open-ended for employees to provide comments.

- What would you like to see less of and more of at Valley Water in 2023

Ratings and What They Mean

Ratings were based on a five-point Likert scale responding to the frequency of an experience or event with the following options:

1 = Never, 2 = Rarely, 3 = Sometimes, 4 = Often, and 5 = Always, allowing respondents to indicate the frequency of their experiences. Ratings from 1 to 5 were converted into scores from 1 to 100.



- Ratings between 60 to 70 are low – requires attention and action!
- Ratings between 70 to 75 are low to moderate – room for improvement.
- Ratings between 75 to 80 are moderate to good – use strengths for improvements.
- Ratings between 80 to 90 are good – use strengths for improvements.
- Ratings over 90 are great!!
- Several questions from the Great Place to Work survey were used in 2023 Employee survey.

Survey Structure

The employee survey covers multiple themes within the three areas of Employee Experience, Work Conditions, Organizational Culture, and Leadership.

The three-part approach to the survey questions prompted employees to contemplate questions from three perspectives. The initial perspective focuses on their individual work experience. The second perspective assessed whether the work environment was conducive to their success. Finally, the third perspective analyzes whether the organizational culture and leadership lives up to Valley Water's values.

All three areas reflected overall average scores between 73 and 76: Employees' Experience (75), Work Environment (73), Organizational Culture and Leadership (76).

Survey Tool and Data Security

The employee survey was created, responses were collected, and analysis was performed using the Alchemer tool. Alchemer is an enterprise-grade survey software and a secure platform that ensures data encryption during transmission, storage, and backups.

Survey Distribution

On April 3rd, 2023, an internal employee communication was sent by SCVW, providing the Alchemer Employee Survey link facilitated by NPC. Initially, the deadline for survey completion was set for April 14th. However, an additional week was provided to allow employees more time to participate, extending the deadline until April 21st.

Data Collection: All data collected through the survey was anonymous and handled within the Alchemer platform, managed by a trusted third party called NPC.

Demographics Summary

Business Group <ol style="list-style-type: none"> 1) Administrative Services 2) External Affairs 3) Integrated Water Management 4) Office of CEO/Clerk of Board/District Counsel 5) Water Utility 6) Watersheds 	Age <ol style="list-style-type: none"> 1) Under 35 2) 35-49 3) Over 50 4) I prefer not to respond.
Job Level <ol style="list-style-type: none"> 1) Executive 2) Management/Supervisor 3) Non-Management 	Gender <ol style="list-style-type: none"> 1) Female 2) Male 3) Transgender/Gender Non-Conforming/Non-Binary/Other 4) I prefer not to respond.
Tenure <ol style="list-style-type: none"> 1) 1 month to 2 years 2) 3 years to 10 years 3) 11 years to 19 years 4) 20 + years 	Ethnicity <ol style="list-style-type: none"> 1) American Indian/Indigenous/Alaska 2) Asian/East Asian/South Asian 3) Black/African American 4) Latina/o/x 5) Native Hawaiian/Other Pacific Islander 6) White Other/Not listed. 7) I prefer not to respond.

Key Findings and Recommendations

Findings and Recommendations: Collaboration in the Work Environment

Key Findings:

1. Collaboration is hindered by silos, cliques, and an "us" vs. "them" mentality.
2. There is a strong desire and necessity for increased top-down inclusion, cross-unit collaboration, transparency, and accountability.

Recommendations:

1. Cultivate a collaborative culture by introducing cross-unit projects and initiatives that necessitate collaboration.
2. Encourage managers to adopt an equitable and consistent approach to employee management, fostering a positive and collaborative work environment. Provide workshops on effective collaboration and team-building skills.
3. Actively promote team building through social events featuring speakers who educate, inform, and inspire creative problem-solving.
4. Create a dedicated collaborative space within the facility for socializing and conducting informal meetings.
5. Recognize and reward behaviors and achievements that demonstrate collaboration.
6. Establish a trust-building process that allows employees to address concerns and issues without fear of retaliation.
7. Implement meeting guidelines that prioritize reducing politics and refocus on core business objectives, emphasizing the crucial role of employees in achieving success.
8. Revitalize engagement by reimagining and evolving Town Halls.
9. Distribute development books to managers and supervisors as giveaways.

10. Recommend the transformative book "How to Win Friends and Influence People" to promote effective communication and collaboration. Emphasize that change does not have to be expensive.
11. Commence initiatives with a clear vision and conclude with a call to action.

Findings and Recommendations: Process Improvement and Productivity Efficiency

Key Findings:

1. Lengthy decision processes negatively impact productivity.
2. Bureaucratic delays, excessive red tape, and complex approval processes hinder efficiency.
3. Outdated processes, excessive meetings, and audits impede productivity.
4. Micromanagement and rigid adherence to policies hinder results-oriented approaches and innovation.

Recommendations:

1. Address the streamlining of decision-making and approval processes by reducing biases and increasing transparency.
2. Review and improve existing processes by eliminating unnecessary layers and streamlining turnaround times.
3. Conduct workshops to update ways of working, revamp relevant processes, and develop contingency plans.

Findings and Recommendations: Policies

Key Findings:

1. There is a desire for autonomy, flexible work arrangements, and increased telework policy.
2. Addressing favoritism, nepotism, and politics in the workplace is a repeatedly expressed concern.
3. Reset policies to promote equal opportunities, fair posting, hiring, and promotions.

Recommendations:

1. Regularly evaluate and update policies to ensure alignment with organizational values and goals.
2. Revitalize the commitment to Valley Water's hiring and promotion processes by initiating a committed reset and effective communication strategy. Simultaneously, tackle the issues of favoritism and nepotism through stringent enforcement and heightened accountability, ultimately fostering the rebuilding of trust and confidence in future opportunities for all employees.
3. Additionally, establish an anonymous scoring process for candidates during hiring procedures to restore credibility and actively address the concerns raised regarding nepotism and favoritism in comments.

Findings and Recommendations: Communication and Transparency

Key Findings:

1. Improved communication channels with fewer layers.
2. Enhance the level of transparency in communications by providing the context of the critical factors that contributed to the final decision(s). Understanding the rationale behind a decision will support buy-in and commitment to the required actions.
3. Employees want to hear from the Board and upper management on organizational vision with a shared visible roadmap.

Recommendation:

1. #1 Action: Follow up with prompt communication about survey of some basic findings and quick wins showing immediate actions to roll out for the 2023 Continuous Improvement Workplace Initiative: "We heard you" by showing immediate quick wins of high impact changes that will visibly be seen and felt in the workplace.

2. Employees want to see that opinions and workplace/field experiences are part of the decision-making process, creating a sense of inclusion and recognition of the issues.
3. Encourage two-way communication by actively listening to employee feedback and addressing concerns.
4. Encourage open communication and knowledge sharing across teams.
5. Build trust through transparency in decision-making processes and sharing relevant information.
6. Better communication/clear processes communicated among different units that work together.
7. 2023 Roadmap visibly displayed in shared common areas.
8. Employee Engagement Campaign: Socials hosted by unit or team of supporting team or unit. Informal communications to socialize and build relationships.

Findings and Recommendations: Employee Engagement and Development

Key Findings:

1. More meaningful connections to raise morale and optimism about growth and future opportunities: Employees desire connections and a sense of community within the workplace and see evidence there is room for future growth and career opportunities.
2. Training, promotional opportunities, and inclusion for professional growth: Employees expressed a need for opportunities to enhance their skills, advance in their careers, and feel included in decision-making processes.
3. Fear of retaliation when reporting concerns: Employees expressed concerns about speaking up due to the fear of retaliation. This fear is reflected in the low rating of trust in reporting concerns, indicating a need for a safe and supportive environment for employees to voice their concerns without negative consequences.

Recommendations:

1. Encourage activities such as team outings, workshops, or events that foster connections and trust.
2. Establish channels for anonymous reporting of concerns to alleviate fears of retaliation and build trust in the reporting process.
3. Offer workshops, seminars, or online courses that address specific skill gaps and align with employees' career aspirations, ensuring that training initiatives are accessible to all employees and promote a culture of continuous learning and development.
4. Schedule regular feedback sessions to gather input from employees and address their concerns.
5. Create a safe and open environment where employees feel comfortable sharing feedback, suggestions, and challenges.
6. Actively listen to their feedback, take appropriate actions to address their concerns, and communicate the outcomes to demonstrate their voices are valued.

Findings and Recommendations: Compensation and Benefits

Key Findings:

- 1) The benefits are good, but improvements are needed in equity of pay across positions and retirement package for Tier II employees.

Recommendation:

1. Conduct a comprehensive review of salary structures to ensure equity across positions.
2. Explore options for improving retirement packages for Tier II employees.
3. Regularly benchmark compensation and benefits against industry standards.
4. Consider additional perks or benefits that align with employee needs and preferences.

Findings and Recommendations: Organizational Focus and Strategic Alignment

Key Findings:

1. Deviation from core business priorities due to the influence of "special projects."
2. Board meetings are affected by politics, leading to delays, unprofessional behavior by some board members toward staff, and interpersonal challenges. Less emphasis on politics and more respect for staff work is needed, along with top-down improvements.
3. Conflicting directions and unrealistic expectations regarding workload and available resources

Recommendation

Several areas are recommended to reassess and evaluate to strengthen organizational and strategic alignment and enhance levels of collaboration, credibility, trust, fairness, and inclusion across organization.

Leadership Development and Manager Training: In response to the lower ratings for questions related to management/leadership, a 360-survey suggested by employees was recommended. This would provide further feedback to close the gap into areas of improvement and help identify specific development needs for managers and executives.

- **Leadership Development:** Additionally, leadership development programs will enhance executive talent and competencies to effectively align teams, streamline effective and efficient workflow improvements, and make informed decisions that align with the organization's core priorities.
- **Board Meetings Dynamics:** Establish clear meeting protocols and rules of conduct for board meetings to ensure professionalism and productive discussions.
Discussion for board members on effective meetings and modeling the collaborative spirit. Encourage open and respectful dialogue among board members and between the board and staff members. Refocus board meetings on strategic decision-making and collaborative problem-solving. Create a visible change in dynamics and reset the direction top-down for employees to see.
- **Manager Training:** Provide comprehensive training for managers to enhance their effectiveness in leading teams:
Suggested topics would include building trust with employees, effective listening, and communication, conducting efficient meetings, rules of engagement, resolving conflicts, and understanding the significance of fairness and trust in the workplace. This training will equip managers with essential skills to foster a positive work environment and drive success.

Collaboration and Cross-Functional Communication: Foster collaboration and open communication across departments and teams. Encourage cross-functional collaboration to ensure that different units are aligned and working together towards common goals. Relevant and well-managed regular meetings, shared platforms for information exchange, and promoting a collaborative culture.

Agile Decision-Making: Foster an environment that supports agile decision-making and empowers employees to make decisions aligned with the organization's strategic objectives. Less micromanagement and more trust in employees' talents to be creative problem solvers can take employees' engagement to the next level.

Communication of Core Business Priorities: Improvements in communications that reinforce the organization's core business priorities to all employees. This includes setting clear expectations, defining goals, and outlining strategic direction.

Strategic Planning and Goal Setting: Review approach to strategic planning process that involves key stakeholders from various levels of the organization. This process includes analysis provided by each business group key

objectives and proposed actionable strategies to achieve those objectives. Clear goals and milestones should be established to measure progress and ensure alignment across unit/teams.

Alignment of Special Projects with Core Priorities: Evaluate the alignment of special projects with the organization's core priorities. Special projects should be carefully assessed to ensure that they do not derail the focus from the core business objectives. Prioritize projects that directly support the organization's strategic direction and have a clear impact on its success.

Performance Measurement and Accountability: Establish a system of performance measurement that aligns with the organization's strategic objectives. This includes setting key performance indicators (KPIs) and regularly tracking progress against these metrics. Hold individuals and teams accountable for their performance and ensure that their goals and targets are aligned with the overall strategic direction.

Continuous Monitoring and Evaluation: Regularly monitor and evaluate the organization's progress towards its strategic goals. This includes conducting periodic reviews/pulse check surveys to assess whether the organization is on track, identifying areas of improvement, and making necessary adjustments to realign efforts. Regular evaluations help maintain focus, identify potential deviations, and ensure ongoing strategic alignment.

Conclusion

The key findings and recommendations presented in this report reflect the employee ratings and feedback and opportunities for improvement within the organization, specifically focusing on themes of collaboration, trust, inclusion, credibility, fairness, connection, and future growth. Each finding represents a critical aspect of these themes that affect the overall productivity and success of the organization. At the same time, the corresponding recommendations offer insights to address areas for continuous improvements.

Additionally, findings showed a significant gap between current and future optimism across demographics, with the exception of executives. This indicates that while employees are engaged in their day-to-day work, they are less optimistic about growth and opportunities than executives. Bridging this optimism gap is crucial to fostering a positive and motivated workforce, ensuring that all employees feel confident about their growth potential and opportunities, as presented in these concluding remarks.

The first key finding reveals the existence of collaboration obstacles, such as silos, cliques, and the "us" vs. "them" mentality. Silo, politics, and collaboration were frequently repeated words in the comments. The recommendation emphasizes the importance of fostering a culture of collaboration through cross-unit projects, open communication, and training on teamwork skills. Finding ways for workplace social events or creative team events can build the spirit of collaboration around shared solution-oriented thinking. By implementing these strategies, the organization can break down barriers, encourage knowledge sharing, and create a more inclusive and collaborative work environment.

The second key finding highlights the negative impact of lengthy decision processes, bureaucratic delays, and outdated processes on productivity. The recommendations emphasize the streamlining of decision-making processes, reviewing and improving existing workflows, and conducting workshops to update ways of working. This is another opportunity to create positive changes and efficiencies through collaboration. These actions will contribute to increased productivity, reduced delays, and a more agile and productive work environment, and create the collaborative solution-oriented environment that employees want more of.

The third key finding draws attention to the need for fair and transparent policies that address favoritism, nepotism, and politics. The recommendations call for manager training with identified objectives, the implementation of objective criteria for promotions and opportunities, and regular policy evaluations. By committing through visible and consistent adherence by all managers, the organization can enhance credibility, trust, and employee satisfaction.

The fourth key finding emphasizes the importance of employee engagement and development, including meaningful connections, surveys with actionable outcomes, and training opportunities. The recommendations suggest implementing an employee recognition program, providing ongoing training and development, and conducting regular feedback sessions. By investing in employee growth and well-being, the organization can boost morale, productivity, and retention.

The fifth key finding brings attention to the challenges faced in board meetings, such as delays, unprofessional behavior, and a lack of focus on staff work. The recommendations propose clear meeting protocols, training for board members, and encouraging open and respectful dialogue. By improving board meeting dynamics, the organization can foster collaboration, effective decision-making, and a more positive working relationship between the board and staff.

The sixth key finding highlights the importance of equitable compensation and benefits. The recommendations suggest conducting salary reviews, exploring improvements in retirement packages, and benchmarking against industry standards. By ensuring fair compensation practices, the organization can enhance employee satisfaction, attract top talent, and promote a sense of equity and loyalty.

The seventh key finding focuses on communication and transparency, emphasizing the need for improved channels, organizational vision communication, and trust-building. The recommendations suggest implementing regular communication channels, providing timely updates, and encouraging two-way communication. By fostering transparency, openness, and trust, the organization can create a more cohesive and informed workforce.

Finally, the eighth key finding addresses the need for organizational focus and strategic alignment. The ratings and comments indicate a noticeable gap between the ratings provided by executives and employees, suggesting a disparity in the perspective of the employee experience. This implies that executives and employees may have differing views and perceptions when it comes to various aspects of the work environment, culture, and overall employee satisfaction. It highlights the importance of bridging this gap and fostering better communication and understanding between management and employees to align their perspectives and enhance the employee experience. The recommendations propose clarifying and communicating the core vision, setting realistic expectations, and providing leadership training. By aligning efforts, reducing conflicting directions, and promoting strategic thinking, the organization can drive cohesive decision-making, enhance performance, and inspire employee commitment.

In conclusion, the key findings and recommendations outlined in this report offer valuable insights into improving collaboration, trust, inclusion, credibility, clarity of work, and resource availability within the organization. By implementing these recommendations, the organization can create a more collaborative, inclusive, and productive work environment, ultimately leading to improved performance, employee satisfaction, and organizational success.

This executive summary is based on the 2023 Santa Clara Valley Water District Employee Survey results conducted by Newhouse Project Consulting (NPC), a third-party organization specializing in assisting clients with aligning their leadership, resources, processes, and technology to achieve organizational objectives.

Survey Analysis

The analysis breakdown includes the following components:

1. Composition of the respondents on survey results: This section provides an explanation of the survey respondents, such as their business group, response rate, and percentage impact on total average.
2. Results by Question: This section presents each question's survey results. This chart allows for a comparison of the results to specific survey items.
3. 2023 Employee Survey vs. 2018 Great Place to Work Comparison: This section compares the results of the current employee survey with the findings from a previous Great Place to Work survey conducted in 2018.
4. Rankings by Demographics: This chart provides an overview of the ranking for each demographic's overall survey score.
5. Rankings by Survey Theme: This chart identifies and ranks survey themes to see areas for improvement.
6. Survey Themes
 - Theme ratings by demographics: This chart shows results for each demographic based on an identified theme.
 - Summary by Theme: This section summarizes the results for statements within each theme.

1) Composition of the respondents on survey results

The majority or seventy-seven percent of respondents are represented by Watersheds (29%), Water Utility (27%), and Administrative Services (21%) followed by Office of CEO/Clerk of Board/District Counsel/District, Integrate Water Management, and External Affairs.

Administrative Services achieved a response rate of 79% and contributed 21% to the overall survey averages. Their high response rate signifies a strong level of engagement, and their substantial contribution holds significant weight in determining the overall results. Additionally, it provides an excellent representation in the group rating.

Watersheds achieved a response rate of 64% and the greatest contribution of 29% to the overall survey averages. Their response rate signifies a good level of engagement, and their substantial contribution holds significant weight in determining the overall results. Additionally, it provides an excellent representation in the group rating.

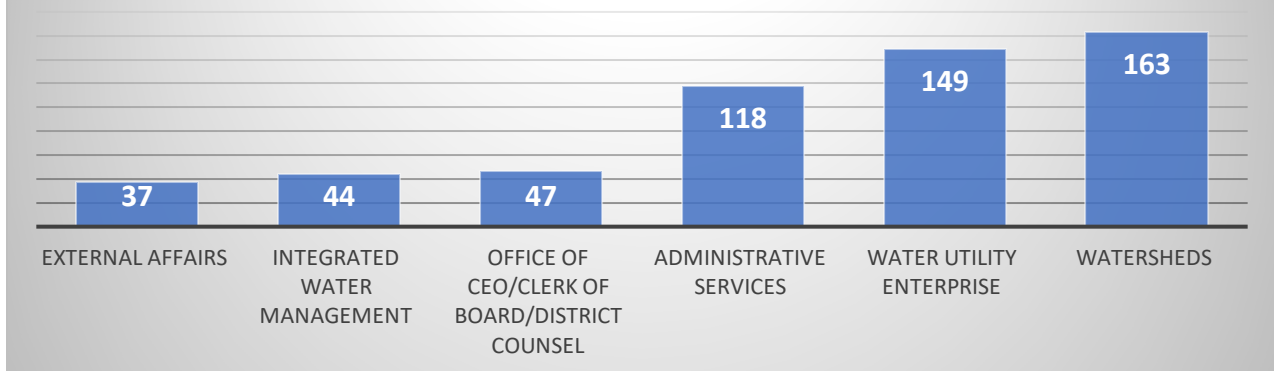
Water Utility garnered a response rate of 52%, yet their significant contribution of 27% to the overall averages highlights the importance of their perspectives. Despite a lower response rate, their representation within the organization provides substantial feedback and relative insights from their group's ratings.

External Affairs had an impressive response rate of 88% and contributed 7% to the overall survey averages. Despite a smaller contribution to the overall average, their high response rate showcases a solid commitment to providing feedback, reflected in their group's ratings.

With a response rate of 85% and a smaller contribution of 8% to the overall survey averages, Integrated Water demonstrates a high level of engagement and participation. While their group size is small, their high response rate demonstrates a commitment to providing feedback, reflected in their group's ratings.

The Office of the CEO demonstrates good engagement and participation, with a response rate of 65% and a smaller contribution of 8% to the overall averages. While their group size is small, their high response rate demonstrates a commitment to providing feedback, reflected in their group's ratings.

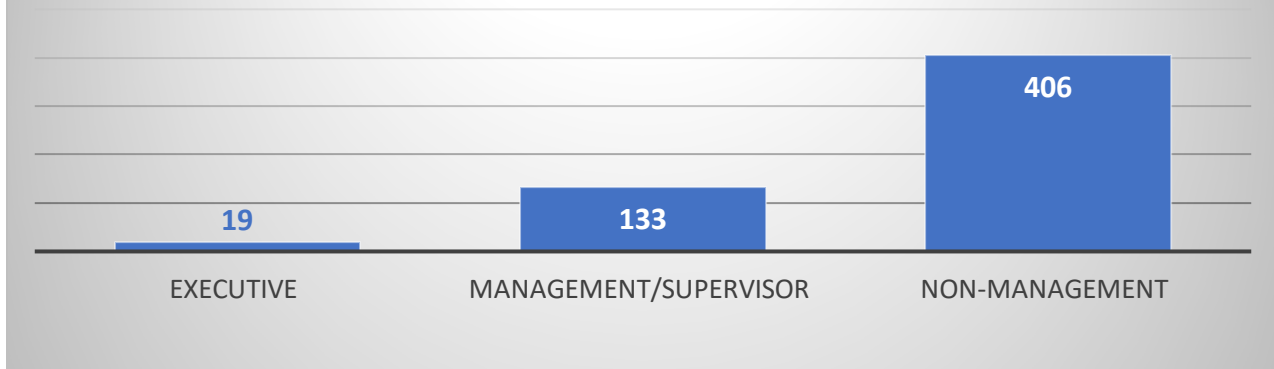
Employees by Business Group*



*Note: Number of employees is based on number of employees at the time of the survey sent out.

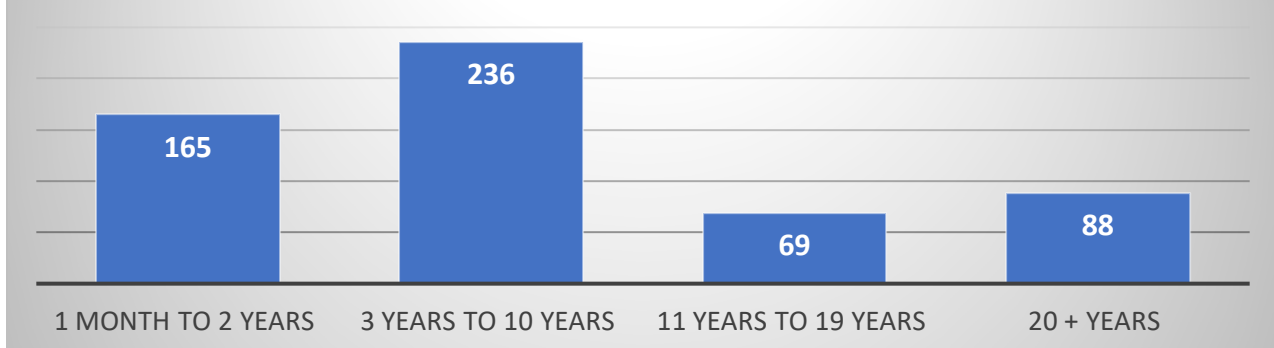
Job Level: The biggest contribution to the overall average comes from non-management. There is a 7 to 1 response ratio between groups.

Employees by Job Level

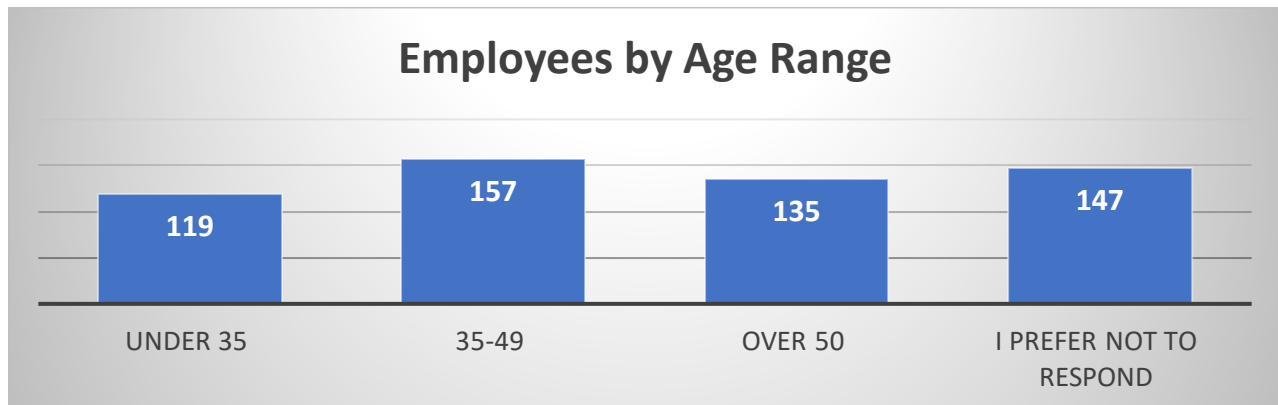


Employee Tenure: The majority or seventy-one percent of employees tenure is less than 10 years with 20+years representing 15% and 11 years to 19 years representing 13%.

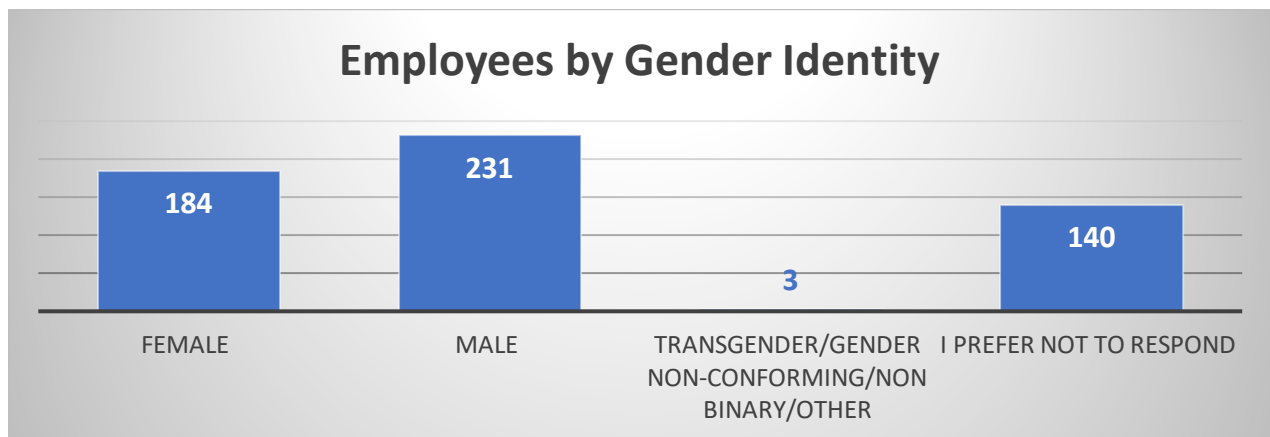
Employees by Tenure



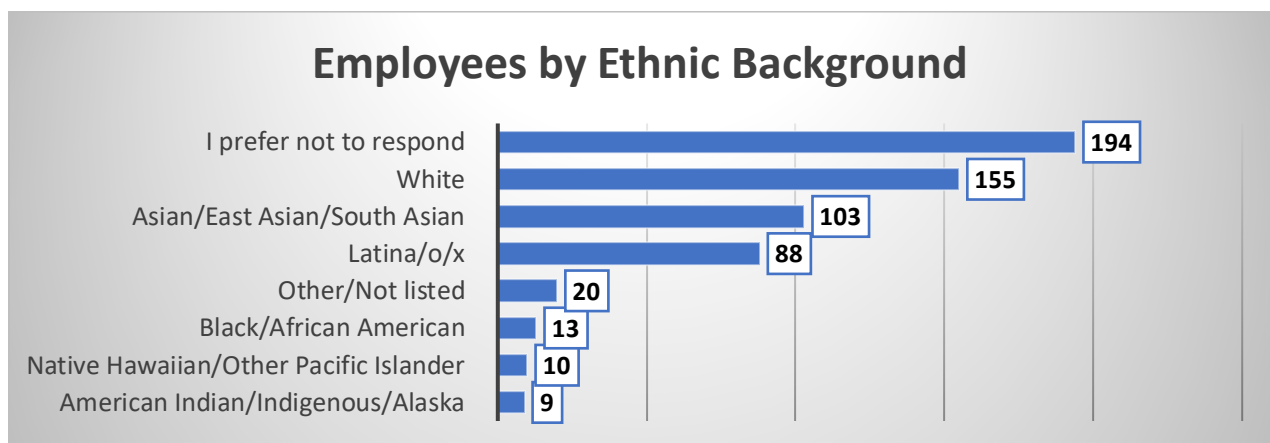
Age: While 27% preferred not to disclose their age, most reporting employee respondents are between 35 and 49 years old and over 50 years old was 24% and under 35 years old was 21%.



Gender: Excluding 25% of employees who opted not to respond, males are 41% vs Females are 33% and 3% identified as Transgender/Gender Non-Conforming/Non-Binary/Other.

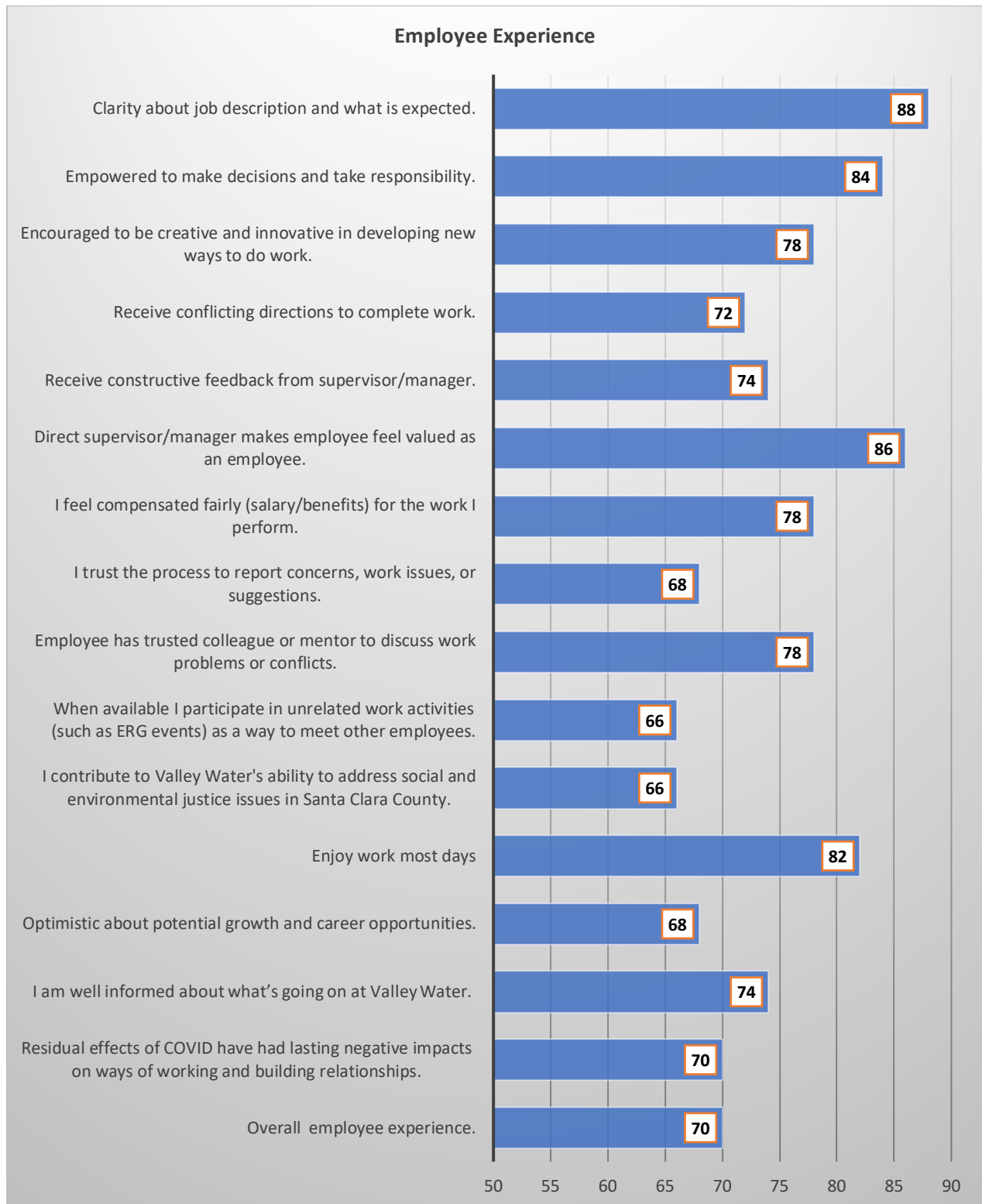


Racial or Ethnic Background: The majority, 35.2%, preferred not to respond. The top three ethnic identifiers were White (27.6%), Asian/East/South Asian (18.3%), and Latina/o/x (15.7%) with Other/Not Listed (3.6%), Black/African American (2.3%), Native Hawaiian/Other Pacific Islander (1.8%), American Indian/Indigenous/Alaska (1.6%).

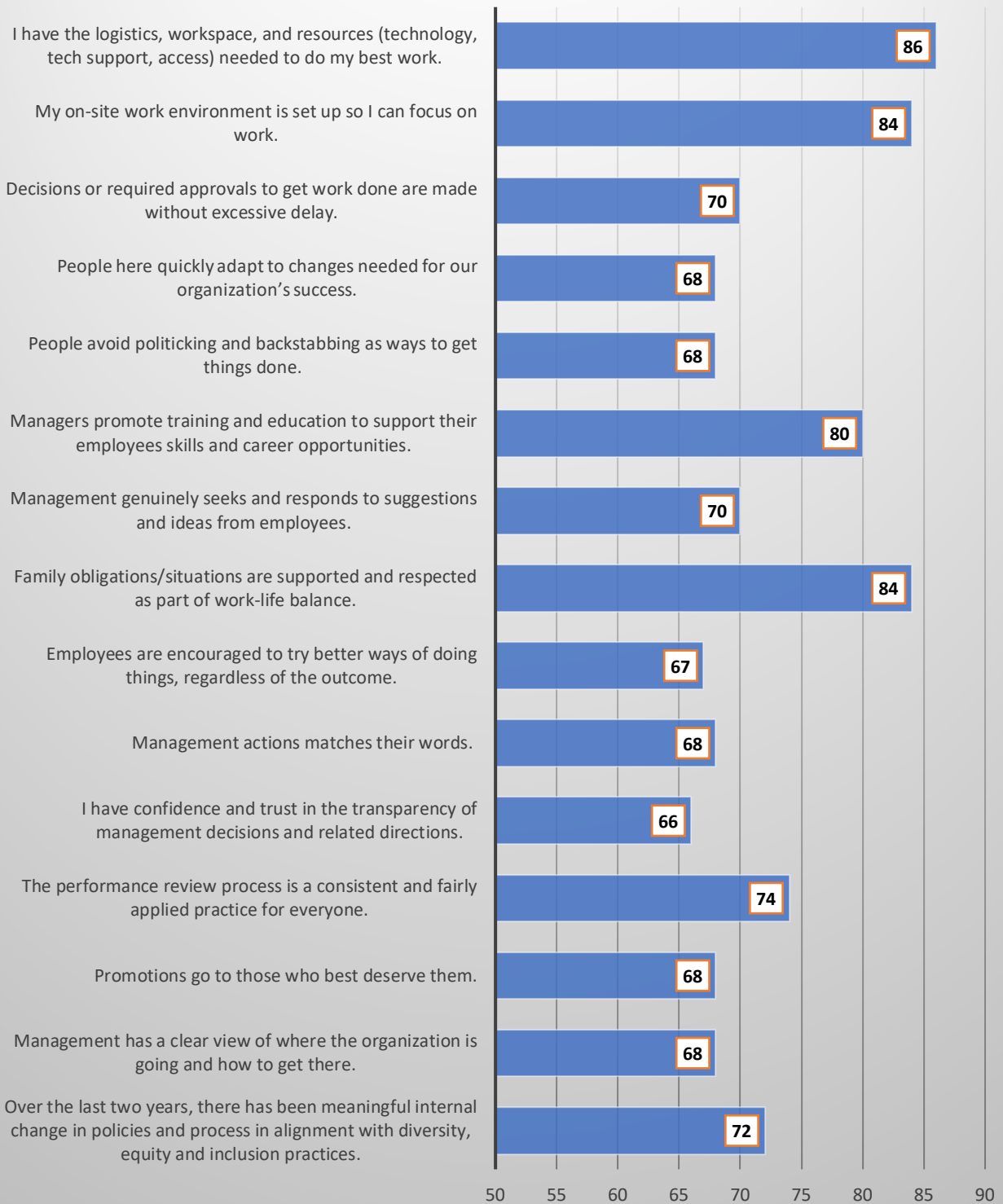


*Note: Participants were allowed to select multiple identifiers to reflect their answer to this question. More than 20 respondents selected two or more options.

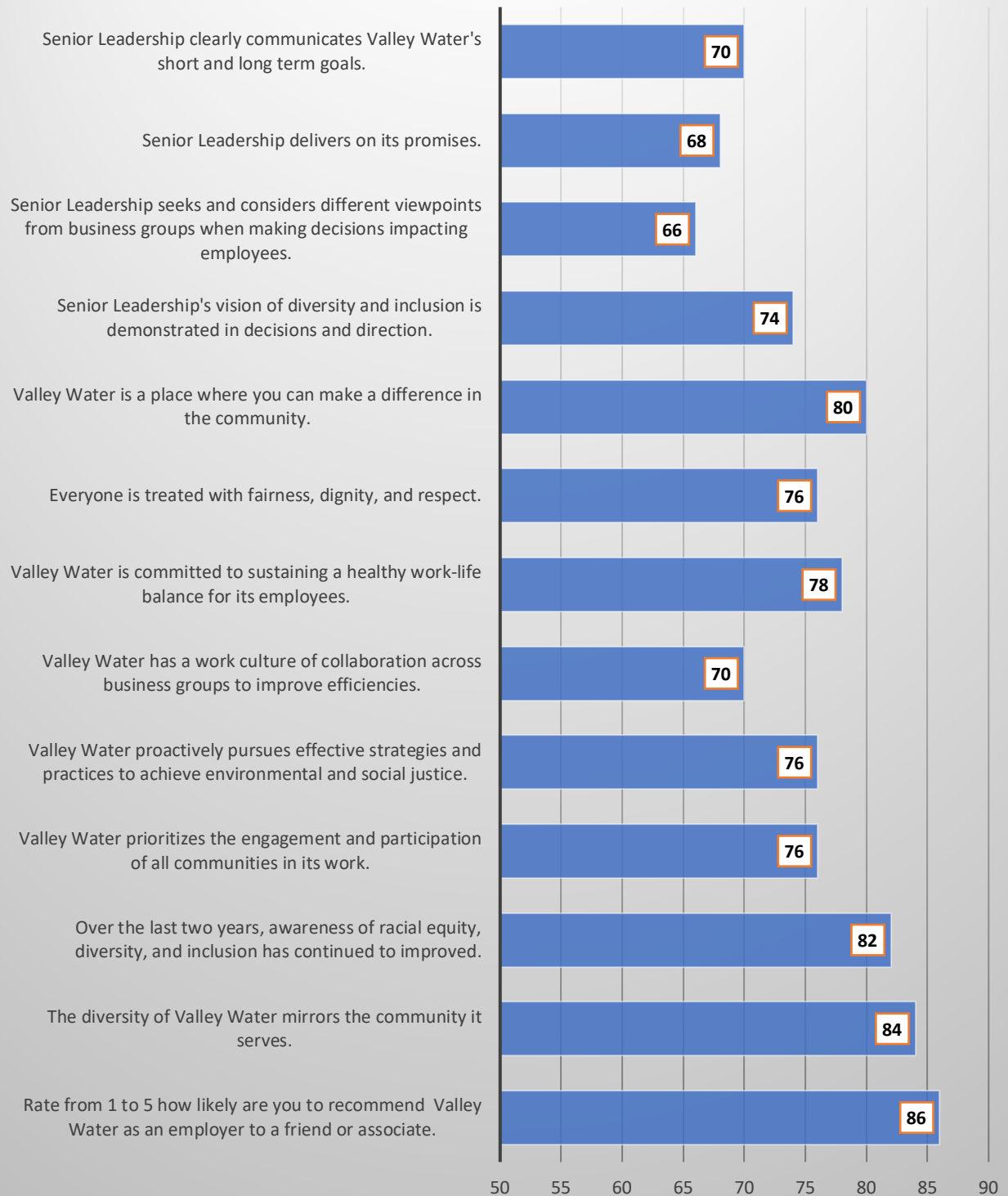
2) Results by Questions



Work Environment



Organizational Culture and Leadership



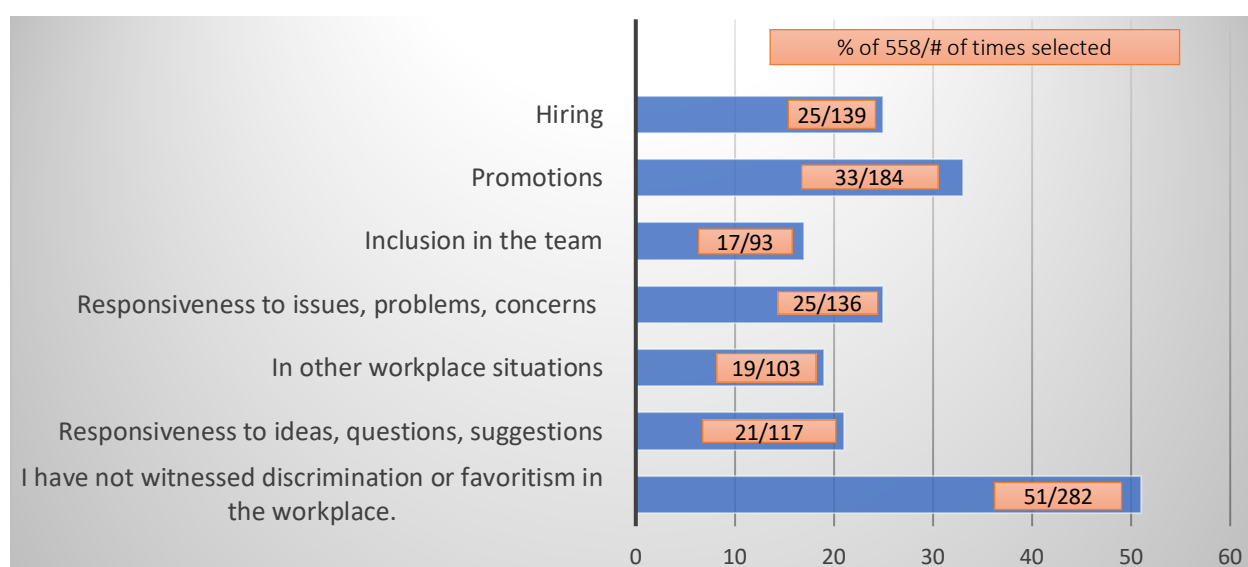
Witness discrimination or favoritism in the workplace (i.e., nepotism, gender, race/ethnicity, age, etc.). Participants had the option to select all that they felt applicable.

Out of the 558 employees surveyed, 772 conditions were reported witnessing discrimination, while 282 did not witness any such conditions.

The top three reported conditions of discrimination were promotions, hiring, and responsiveness to issues, problems, or concerns.

This result was also reflected in response to a survey question related to promotion and employees' comments.

Each condition represents the percentage of the times selected out of 558 employees and the second number is that actual times it was selected.



3) 2023 Employee Survey vs 2018 Great Place to Work

2023 Employee Survey Questions	2023 Employee Survey	2018 Great Place To Work
Senior Leadership seeks and considers different viewpoints from business groups when making decisions impacting employees.	66	45
Employees are encouraged to try better ways of doing things, regardless of the outcome.	66	40
Promotions go to those who best deserve them.	68	40
Management actions match their words.	68	50
People avoid politicking and backstabbing as ways to get things done.	68	45
People here quickly adapt to changes needed for our organization's success.	68	37
Senior Leadership delivers on its promises.	68	50
Management genuinely seeks and responds to suggestions and ideas from employees.	70	48
Management has a clear view of where the organization is going and how to get there.	70	47
Senior Leadership clearly communicates Valley Water's short- and long-term goals.	70	59
I am well informed about what's going on at Valley Water.	74	59
Family obligations/situations are supported and respected as part of work-life balance.	84	74
Employees have logistics, workspace, and resources needed to do best work.	86	81
Likelihood to recommend Valley Water as an employer to a friend or associate	86	73
Overall employee experience.	70	76
Managers promote training and education to support their employees' skills and career opportunities.	78	85

Overall, comparing questions from the 2018 GPTW Survey used in the current survey revealed significant improvements. While the survey development team modified some questions to be more relevant for the current assessment, the fundamental essence of the questions remained the same.

- For example, leadership was used in some questions rather than just management.
- Family obligations/situations are supported and respected as part of work-life balance.
vs GPTW - People are encouraged to balance their work life and their personal life.
- Employees are encouraged to try better ways of doing things, regardless of the outcome.
vs GPTW- We celebrate people who try new and better ways of doing things, regardless of the outcome.

4) Ranking by Demographics

Business Group		Job Level	
Integrated Water	83	Executive	81
Office of CEO/ Board	77	Mgt/Supv	74
External Affairs	76	Non-Mgt	74
Water Utility	74	Gender	
Watersheds	73	Male	77
Admin Services	73	Female	76
Ethnic Background		PNR	68
Native Hawaiian/Other Pacific	83	Tenure	
Black	82	1mo to 2 yrs	79
Latina o/x	80	3yrs to 10yrs	73
Asian	79	11yrs to 19yrs	72
White	75	20+ yrs	71
Amer Indian/Indigenous/Alaska	73	Age Range	
Other	72	Over 50	77
PNR	69	Under 35	77
		35-49	76
		PNR	68

Ranking Survey Themes

In addition to analyzing the results from the perspectives of employee experience, work environment, organizational culture, and leadership, the survey also identifies specific survey themes. These themes help to gain insights into specific areas for improvement and any comparative differences among different demographics.

By examining the survey themes in relation to demographic factors, such as business group affiliation, length of service, age range, and racial and ethnic background, the survey results can provide valuable insights into any dynamics that may be relevant to understanding results. This information can help inform targeted interventions, policies, and initiatives to address specific areas of improvement and promote a more inclusive and supportive work environment for all employees.

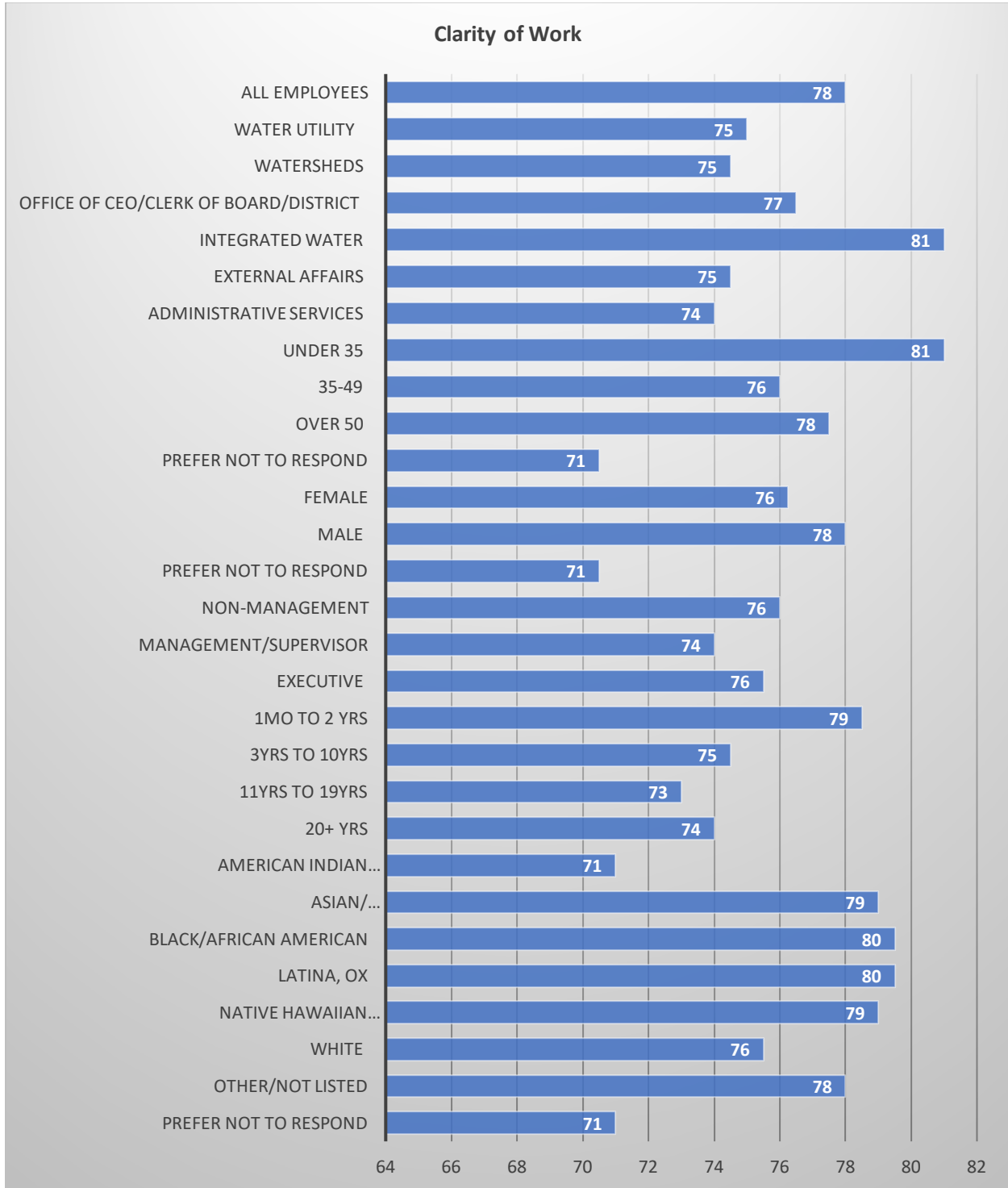
Survey Theme	Average
Trust	67
Credibility	68
Inclusion	68
Collaboration	69
Fairness-----	71
Workplace Connection	71
Environmental Justice	71
Communication	72
Clarity of Work	75
Current and Future Optimism	75
Compensation	78
Diversity, Equity & Inclusion	78
Community Connection	78
Resources to perform	80
Personal Support	80
Empowerment	81
Manager Support	83

5) Survey Themes

The following section includes:

1. Charts with the average ratings by demographics, calculated by combining the ratings for questions associated with a theme.
2. Question (with the overall average for comparison.)
3. Data findings for each question are summarized.
4. Additionally, employee feedback is shared, giving you insights into their perspectives and experiences.

Clarity of Work
Combined Overall Average by Demographics



Clarity of Work Summary by Survey Question

Clarity About the Job Description and Expectations of Employees' Work. (88)

The overall range for reported demographics was 84-94, and for non-reported demographics (gender, age, ethnicity) was 87. The average rate of 88 among all groups indicates a solid understanding of roles and responsibilities.

This question was one of the survey's highest ratings across all demographics. Integrated Water Management and Office of CEO/Clerk of Board/District Counsel had the highest ratings, over 90, followed by Watersheds with 88.

Receive Conflicting Directions to Complete (72)

The overall range for reported demographics was 66 to 80, and non-reported demographics (gender, age, ethnicity) were 68 to 70. The average rate was 72 among all groups, with the majority indicating a moderate impact from conflicting directions to complete work.

The highest rating was Integrated Water Management (78), and the second highest rating of 76, reported by the following demographics: Executive, over 50, Blacks/African Americans, and Latinas. The lowest ratings were American Indian and Native Hawaiian/Other Pacific, with 66 and 64, respectively.

Receive Constructive Feedback (74)

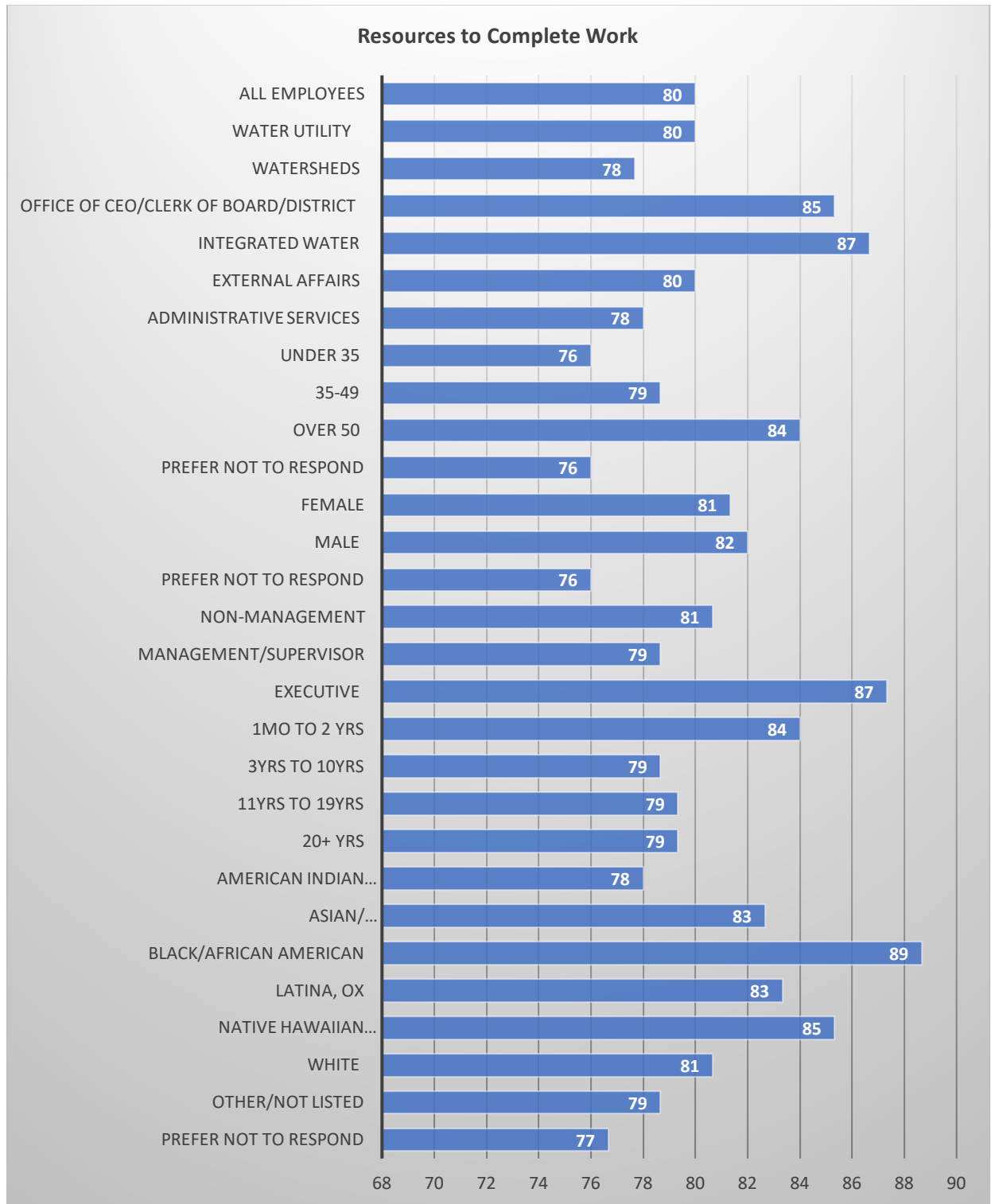
The overall range for reported demographics was 64-84, and non-reported demographics (gender, age, ethnicity) was 70-86. Integrated Water Management had the highest rating of 84 for receiving constructive feedback, with Asian and Latina groups reporting ratings of 82 and 80, respectively. Watersheds with 20+ years had a rating of 72, while non-management employees had a higher rating (+4) than executive employees. The American Indian group gave the lowest rating of 68.

Employee Feedback

- *Cut down silos and adherence to past practice just cause.*
- *Audits of Board/Board Committee actions for compliance with the District Act and existing policies*
- *Frantic, rushed decision making during flood and other challenging events that leads to over exertion of staff and lack of consistency.*
- *Get things done on a timely basis and don't reduce the scope or move the goal post.*
- *Having multiple software changes through the agency and not allowing time to work out bugs in each before starting another.*
- *Long-term strategy and vision rather than worry about the daily drama or board member-driven worries.*
- *Meetings that really don't follow up to see its progress or success. Sometimes the planning just falls through the cracks.*
- *Observation that some managers recruited externally bring practices that don't lend themselves to Valley Water culture.*
- *Planning improvements for capital projects*
- *Senior managers that are experienced in the areas they are managing.*
- *Technical training.*
- *The good old focus on our core business (water supply, flood protection, and environmental stewardship)*
- *Transparency, clear vision, and accountability*
- *Unfit managers have a negative impact on the Unit and external customers.*
- *Creativity and flexibility in the ways we do our jobs, rather than sticking with outdated methods and attitudes just because it is the way things have always previously been done.*

- *Effective long-range planning is deeply rooted in institutional knowledge, able to adapt and react to change as needed with an awareness of long-term consequences.*
- *Time to participate in training and professional development. We're so busy doing our jobs, we hardly ever have the time to take away from that work and go to some valuable training or conferences. I would also like to see approvals streamlined by A LOT.*

Work Resources
Combined Overall Average by Demographics



Work Resources Summary by Survey Question

Logistics, Workspace, Resources (86)

Employees generally feel well-equipped to perform their jobs effectively, with ratings ranging from the mid-80s to 94 across demographics such as job level, gender, tenure, and ethnicity. However, non-management employees with 1-2 years of tenure and those under 35 had slightly lower ratings.

Set Up to Focus on Work (84)

Having a work environment set up to focus on work was rated favorably, with External Affairs rating the highest at 90 and Watersheds rating the lowest at 79.

Across various job levels, ratings ranged from 80 to 88, while different genders had ratings ranging from 80 to 82. Tenure-wise, ratings spanned from 80 to 94, and across different age ranges, ratings ranged from 80 to 88. Regarding ethnic backgrounds, ratings varied from 80 to 86.

Decisions Or Required Approvals to Get Work Done Are Made Without Excessive Delay (70)

The range for this survey question was from 62 to 80 for different business groups indicated a range of experiences in getting work done. Integrated Water (80) experience less excessive delays in decisions or approvals whereas there is greater impact on External Affairs (62).

External Affairs and Administrative Services reported the most impact to get work done as result of delay decisions and approvals. Executives saw this as a lessor problem than other employees.

There were no remarkable differences in other demographics except for the under-35 group (64) show more impact of delays to work than over 50 (76).

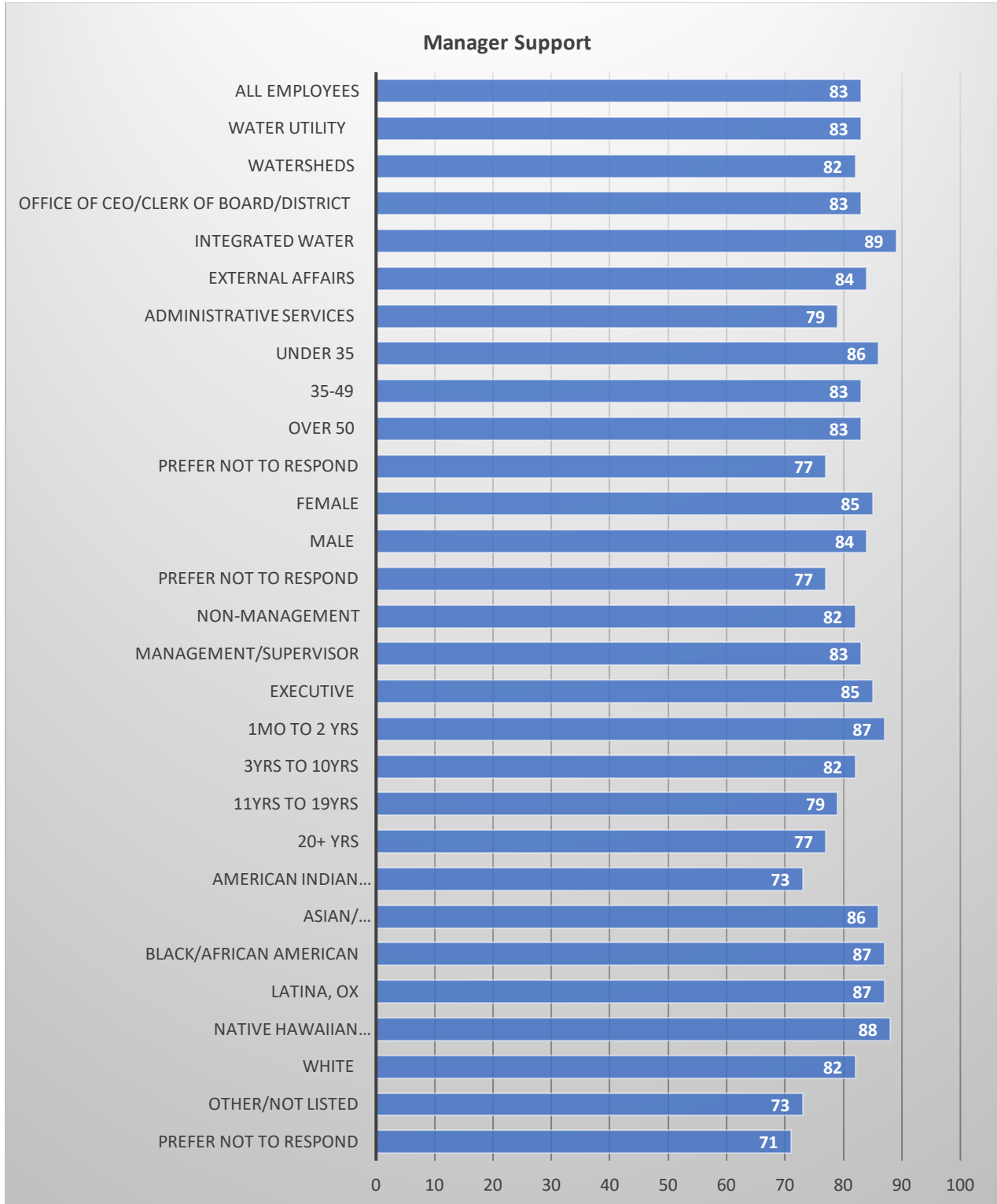
Required Approvals to Get Work Done Made Without Excessive Delay (70)

The range for this survey question was 62 to 80 for different business groups, indicating varying experiences in getting work done. Integrated Water (80) reports less impact from delays in decisions or approvals, whereas Administrative Services and External Affairs have a more significant impact (62). Other groups with ratings in the 60s are Administrative Services, Management/Supervisor, 3 to 10 years tenure.

Employee feedback:

- *Attracting talent and retaining existing employees*
- *Better work/life balance; reduce expectation to work 24/7*
- *Engagement with upper management with staff and consistent flexibility with work from home policy.*
- *Flexibility associated with teleworking.*
- *Flexibility regarding teleworking.*
- *I like my environment at Valley Water.*
- *Improving working conditions so that we can attract and keep good there are too many layers of approval in hr.*
- *Managers taking more leadership training.*
- *More flexibility with the teleworking policy, e.g., allow up to 3 days of teleworking and 2 days in-office days*
- *More help (we are short staffed)*
- *People onsite vs working from home.*
- *Pods for phone calls/zoom and teams' meetings.*
- *See the immediate supervisor/unit manager given the chance to hire their own staff.*
- *Telework opportunities and flexible schedules. We are losing good young people because of lack of flexibility.*

Manager Support
Combined Overall Average by Demographics



Manager Support Summary by Survey Question

Managers Make Employees Feel Valued (86)

Based on the reported demographics, which had a range of 74-92, and the non-reported demographics (gender, age, ethnicity) with a range of 68-82, it can be observed that most ratings were above 80. American Indian respondents gave the lowest rating of 74.

Overall, in response to this question, employees, on average, feel valued by their direct supervisors/managers. Most ratings over 80 suggest a positive perception of how managers recognize and appreciate their employees' contributions and worth within the organization.

Managers Promote Training and Education to Support Employees' Skills and Career Opportunities (80)

Reported demographics ranged from 74 to 84, while the non-reported demographics (gender, age, ethnicity) ranged from 60 to 80.

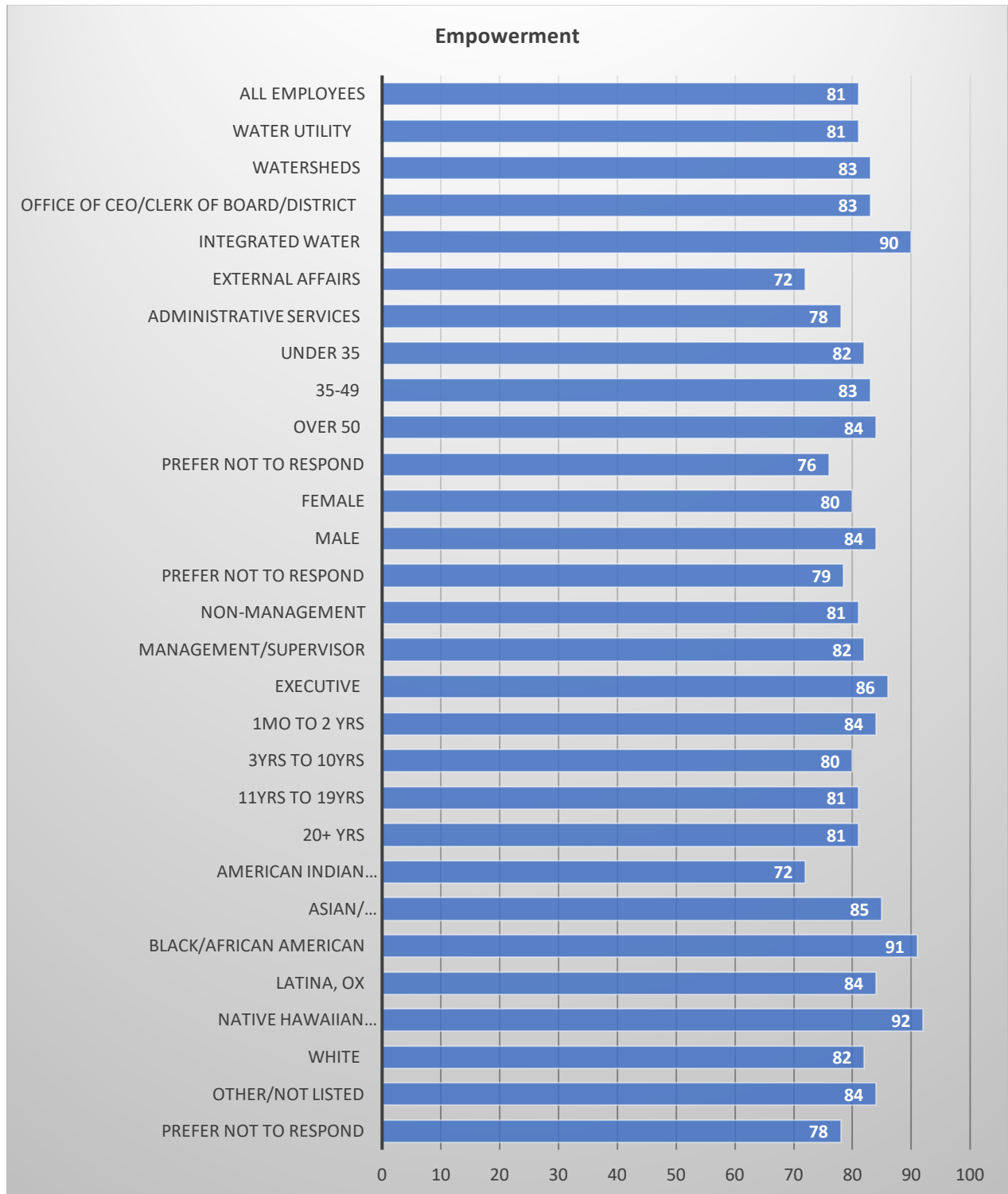
The overall average rating of 80 reflects a positive perception of manager support among employees, with ratings ranging from 72 to 88. The highest ratings were given by Native Hawaiian respondents, with a rating of 88, followed by Integrated Water, with a rating of 86. Executives and employees under 35 years of age, with less than two years of tenure, also provided a rating of 84.

On the other hand, American Indian respondents gave the lowest rating of 72 for this theme. This survey question had a slightly lower rating than the overall response rate of 85 in the Great Place to Work (GPTW) survey.

Employee feedback:

- *Would like to see more training options...technical training.*
- *I would like to see more trust allowed to do our work efficiently.*
- *Creativity and flexibility in the ways we do our jobs, rather than sticking with outdated methods and attitudes just because it is the way things have always previously been done.*
- *I would like to see more trust allowed to do our work efficiently.*
- *Remote training/events.*
- *Mandatory training, there's too much, maybe focus on important ones or spread them out.*
- *I would feel more comfortable with the option to utilize training opportunities from a virtual platform.*
- *Atmosphere of sharing ideas, positivity, appreciation of strengths and contributions, opportunity to develop and learn new skills, process for giving supervisors and management feedback, training for supervisors, fairness.*

Empowerment
Combined Overall Average by Demographics



Empowerment Summary by Survey Question

Empowered to Make Decisions and Take Responsibility (84)

Responses revealed that the reported demographics ranged from 74 to 96, while non-reported demographics (gender, age, ethnicity) ranged from 78 to 88. Overall, employees across all groups expressed a strong sense of empowerment, with an average rating of 84, indicating their willingness to make decisions and take responsibility.

When examining different business groups, Integrated Water Management received the highest rating of 92, followed by the Office of CEO/Clerk of Board/District and Watersheds, both receiving a rating of 86. External Affairs received the lowest rating at 74.

Regarding ethnic demographics, Black/African American participants gave the highest rating of 96, closely followed by Native Hawaiian participants, with a rating of 94. There were no significant differences based on gender, job level, tenure, or age range.

Encouraged to be Creative and Innovative in New Ways to Work (78)

Most employees responded that they are encouraged to be creative and innovative with an average rating of 78. The overall range for reported demographics was 68-90 and non-reported demographics (gender, age, ethnicity) was 76-80.

In terms of business groups, Integrated Water Management received the highest rating at 88. Administrative Services had the lowest rating at 74.

Looking at the ethnic demographics, Native Hawaiian, and Black/African American participants gave the highest ratings of 90 and 86, respectively. American Indian had the lowest rating of 68 to this question.

Executives were significantly higher (8+ pts) than Management/Supervisor and Non-Management. Males (6+ pts) were higher than females. There were no differences in demographics of tenure, or age range.

Encouraged to Try Better Ways of Doing Things (66)

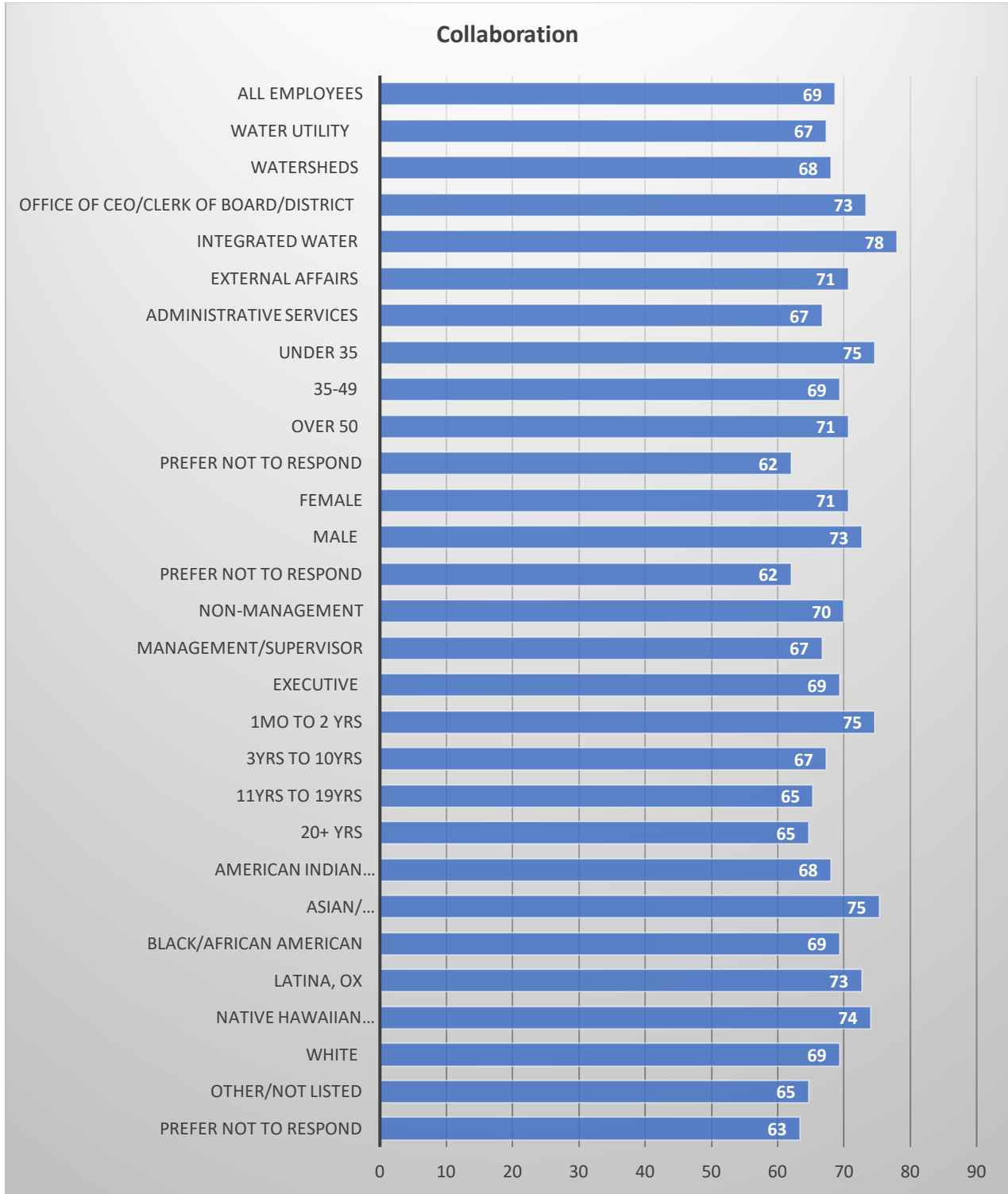
The overall range for reported demographics was 62-84 and non-reported demographics (gender, age, ethnicity) was 58-68. Results show that employees across all groups generally are not encouraged to try new things with most ratings in the 60s and low 70s. Exception to lower ratings is Native Hawaiian 84.

While the overall average is low, there may be some change in the last five years since GPTW survey of 2018 scored this question with a rating of 40.

Employee feedback:

- *Board members appreciate the hard work and dedication of staff.*
- *Empowerment of staff, more team/unit/division team building events, centralized Project Management team to make cross functional work more effective.*
- *Opportunities to connect with each other and more ways to empower employees to put in their best work.*

Collaboration
Combined Overall Average by Demographics



Collaboration Summary by Survey Question

Collaborating Across Business Groups (70)

Collaboration across business groups received a moderate rating of 70, with most groups rating between 64-76. However, Integrated Water Management, Asian, and Native Hawaiian groups rated higher at 80, 78, and 78, respectively. On the other hand, Watersheds, Management/Supervisor, over three years tenure, American Indian, and White groups rated 68. Non-reported demographics rated 64.

Change Adaptability to New Challenges (68)

Adapting to change received a rating of 68, an improvement from the previous GPTW survey, which rated 37.

Most groups rated 64-74, with the Integrated Water Management rating slightly higher at 76. The Executive group had a lower rating (-6pts) than the management/supervisor and non-management groups. Under two years had a higher rating than over three years, and the under 35 group rated slightly higher than over 35 groups.

Avoidance Of Politicking to Get Things Done (68)

Responses to this question were low to moderate 62-76 across all reported demographics, with exception of Integrated Water Management (78), Asian and Native Hawaiian (74) having the highest ratings. The nonreported demographic range 58-60

Under 2 years tenure higher (6+pts) than over 3 years with 20+ years being the lowest rating of 62.

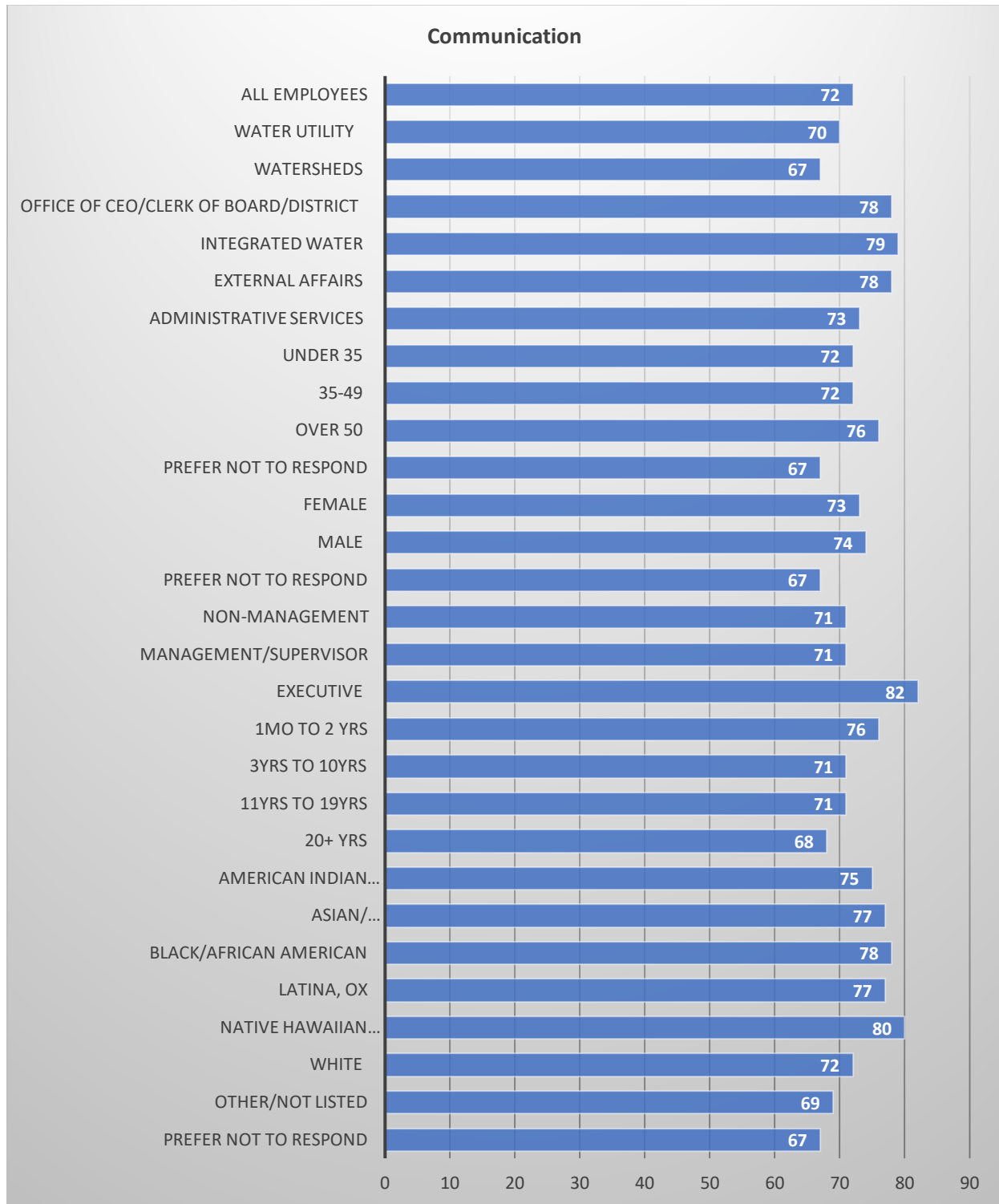
Although this response significantly improved from the GPTW survey rating of 45, it still needs to catch up to the desired rating of 80 or better suggested by the GPTW 2017 best companies.

Summary

Employee Feedback:

- *Silo breakdowns in the various business areas*
- *Displayed true collaboration where people are available to engage and contribute to initiatives.*
- *Collaborating across teams and genuinely supporting one another to achieve goals.*
- *More cross collaboration between units, training up temp staff and interns to fill permanent positions, more transparency internally, and more employee events!*
- *Engagement with upper management with staff and consistent flexibility with work from home policy.*
- *Continued development of collaboration between departments in the organization. Great collaboration brings an esprit de corps that is unstoppable.*
- *Collaborative, bottom up managing style.*
- *Collaboration and team work to get the job done well; employees supporting each other and recognizing everyone's contributions.*
- *Infighting, ignoring serious issues such as field staff safety, silos.*
- *Collaborating across teams and genuinely supporting one another to achieve goals.*
- *Team building events, outdoor spaces and working environments.*
- *Continuation of training to enhance communication and agency-wide team-building activities.*
- *Multi-unit collaboration!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!*

**Communication
Combined Overall Average by Demographics**



Communication Summary by Survey Question

Employees reported being well-informed about the activities. (74)

Communication about "what's going on" at Valley Water improved significantly from the GPTW survey question of "management keeps me informed," which only received a rate of 59. Moderate ratings for were reported all reported demographics were 74-78 with exceptions that include External Affairs, Office of CEO/Clerk of and Executives rating of 82. Non-reported demographics were 72.

There were no significant differences in results within demographics groups for communication ratings based on gender, race/ethnicity, or tenure w exception of 80 (Native Hawaiian).

Clear Communication of Short- and Long-Term Goals from Senior Leadership (70)

While the responses for receiving clear communication about Valley Water goals from Senior Leadership were moderate (64- 82), there were some differences to note: Integrated Water and Executive were higher (14+pts) than Watersheds and Water Utility. Executives rating significantly higher (14 pts) than both Management/Supervisor and non-management related to goals.

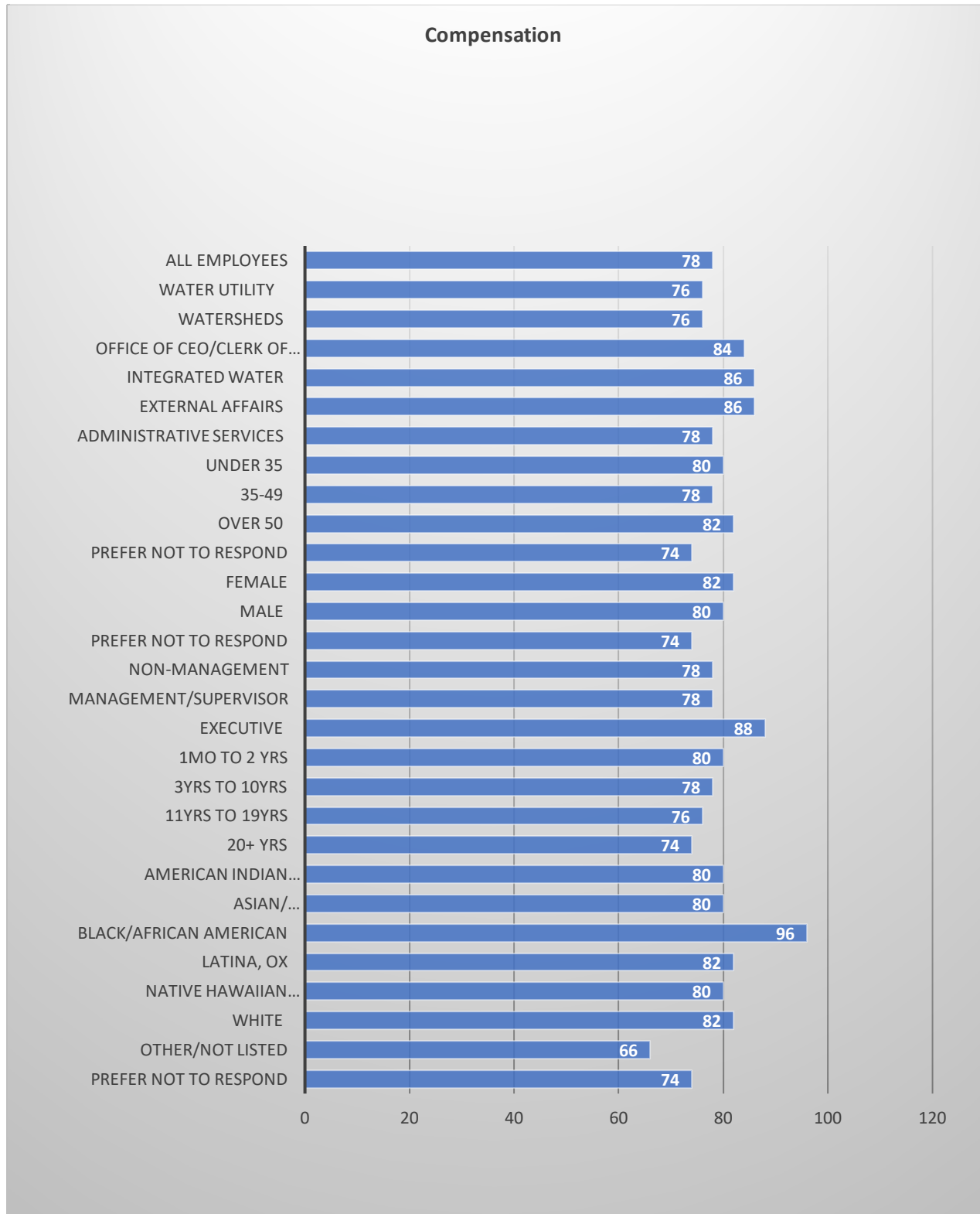
Employees with less than 2 years' experience rated higher (6+ pts) than employees with more than 3 years. over. 20 years rating of 64 indicates goals not clearly communicated.

There were no significant differences in results by demographics tenure, age, or race/ethnicity. Non-reporting demographics had the lowest rating of 62.

Employee Feedback:

- *Proactive communication between units, division, and business line all-staff meetings (prefer in person; quarterly?) To go over goals/direction/big topics.*
- *Transparent communication, consistency in doing business across the organization, up-to-date documented procedures of conducting business.*
- *Temp and Promotions going to quality candidates.*
- *Openness for various communication styles. Less direct micromanagement/involvement from Deputy with staff bypassing ums which blurs direction to staff. Common measures/practices to improve collaboration across business groups.*
- *Better communication/clear processes to communicate information among different units that work together.*
- *More transparency and open communication between departments.*
- *More transparency from management. Decisions are often made without our knowledge that affect our programs.*
- *Communication of updated information to employees from management, more compassion and empathy from management for employees experiencing harsh/tragic situations*
- *Reorganization without (early) communication to the affected individuals.*
- *Proactive communication between units, division, and business line all-staff meetings (pref in person; quarterly?) To go over goals/direction/big topics*
- *Communication from board and upper management on where we would like organization to be*
- *Confrontational communication style by director*
- *Improved communication between units that frequently work together, so that there is a better understanding of their goals and roles in a process.*

Compensation
Combined Overall Average by Demographics



Compensation Summary by Survey Question

Fair Compensation (Salary/Benefits) for Work Performed

Employees representing 65%* of the employees of Valley Water feel well compensated for the work they perform with ratings ranging from 74 to 96. Demographic groups, such as Blacks/African Americans and those in the External Affairs, Integrated Waters, and Office of CEO/Clerk of Board/District departments, rated their compensation higher than others. Executives rated higher (10+ pts) than Management/Supervisor and non-management.

There were minor differences in ratings based on age and tenure. Employees over 50 rated their compensation slightly higher than those under 50, and employees with two years of experience or less had slightly higher ratings than employees over three years of tenure.

Demographics (age, gender, ethnicity) that prefer not to respond rating was 74.

The response rate for this survey improved compared to the previous GPTW survey.

Overall, the demographic findings for the Compensation Theme suggest that employees at External Affairs and the Office of CEO rate their compensation the highest compared to other business groups, while other business groups have a rating of 78 or below. Executive employees have a significantly higher compensation rating than management and non-management employees and higher than the overall employee average. Female employees have a slightly higher rating than male employees. Employees with tenure under two years have a higher rating than those over three years and the overall employee average. Similarly, employees over 50 have a higher rating than other age groups and the overall employee average. The Black ethnic group has the highest rating of 96 for compensation, while the American Indian group has the lowest rating. Employees who preferred not to provide their demographics had the lowest rating in the demographic group.

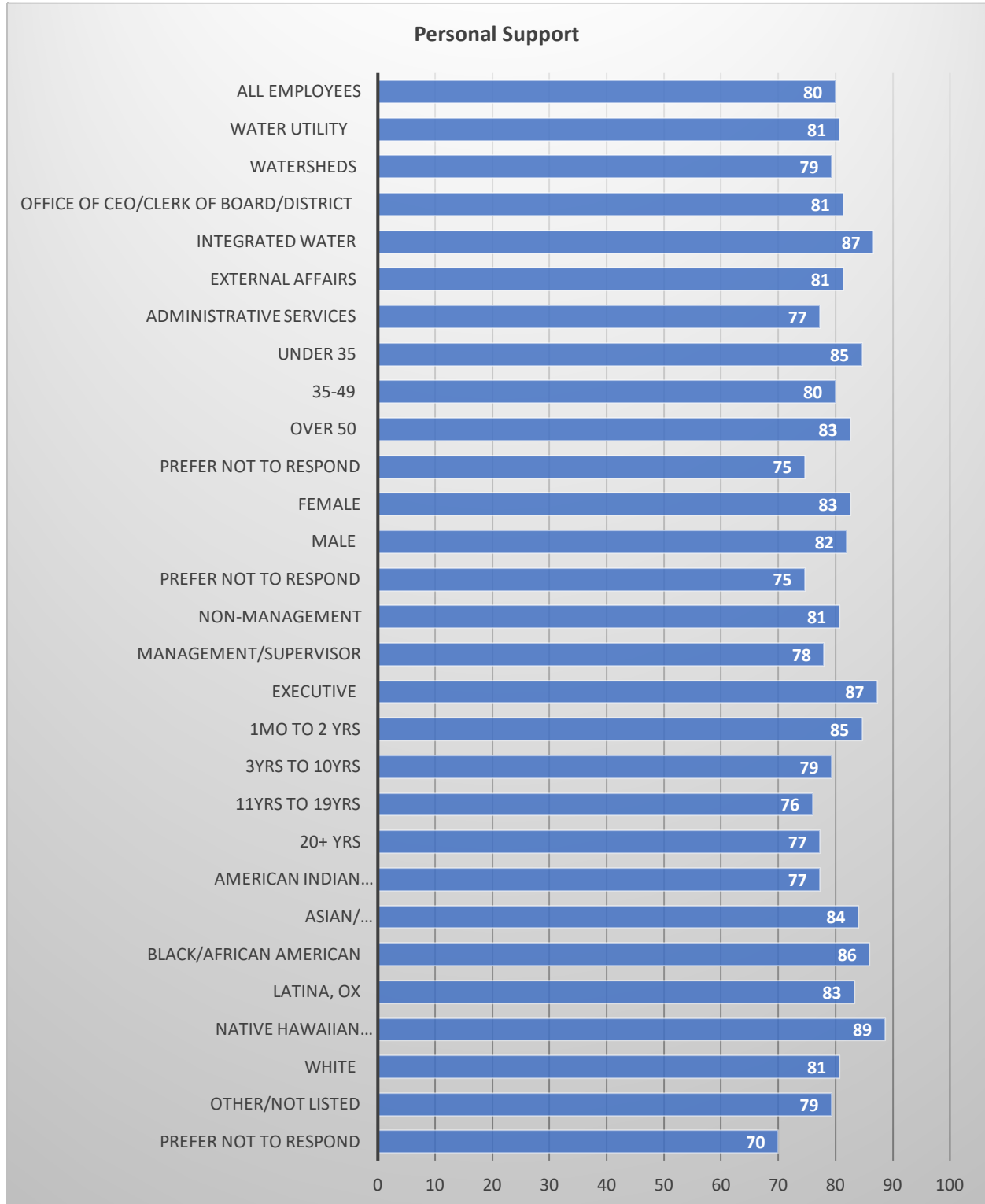
Employee Feedback:

Better retirement package for Tier II employees

Compensation for supervising.

Equity of pay across internal positions.

**Personal Support
Combined Overall Average by Demographics**



Personal Support Summary by Survey Question

Trusted Colleague or Mentor (78)

Overall, the response ratings for having a trusted colleague or mentor were favorable (72-88), Integrated Water Management had the highest rate of 88 (8+points). Executives reported higher ratings (7+points) than Management/Supervisor and non-management. Employees with less than 2 years tenure rate higher (6+points) than those with greater tenure.

There were no significant differences by demographics by tenure, age, or race/ethnicity.

Family Obligations Are Supported and Respected (84)

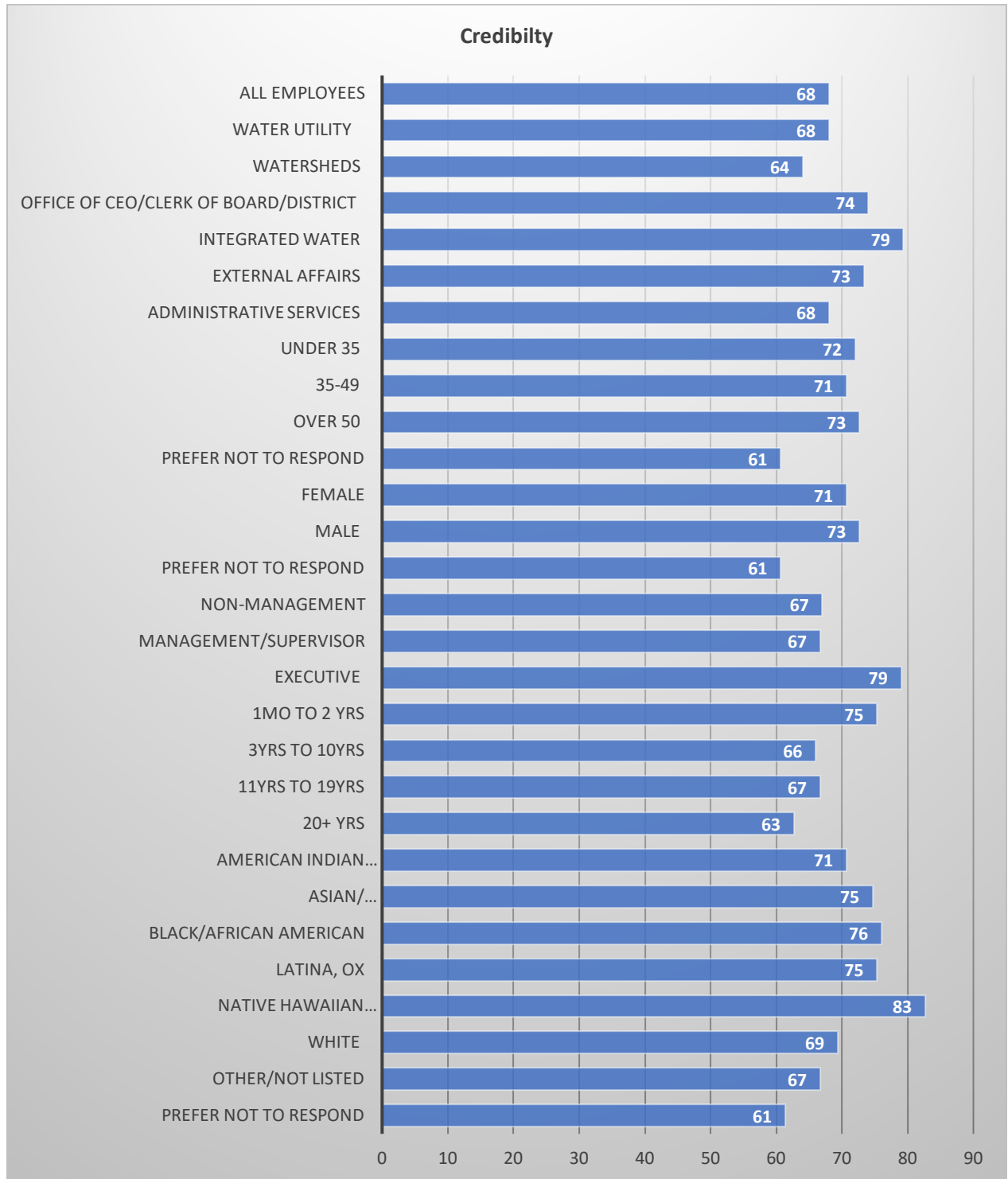
The responses indicate that employees had a favorable view (78-96) regarding supporting and respecting family obligations in maintaining a work-life balance. Most ratings were in the high 70s to 80s, with business groups ranging from 78 to 88. Notably, executives reported a higher rating of 92 (an increase of 8+ points) compared to Management/Supervisor and non-management employees. Employees over 35 rated the support and respect for family obligations higher than those under 35. Regarding demographics, most ratings were over 85, except for American Indian employees who reported a slightly lower rating of 76.

Valley Water Is Committed to Sustaining Work-Life Balance (78)

Employees' responses suggest that Valley Water is highly committed to promoting work-life balance, with ratings ranging from 72 to 90. Most ratings were in the high 70s to 80s, with business groups ranging from 74 to 84. Executives had the highest rating of 83, 5 points higher than management and non-management. Employees over 35 rated Valley Water higher than those under 35. Most ratings across different demographic backgrounds were above 80, with the American Indian group reporting a slightly lower rating of 76.

Employees who preferred not to provide their demographics had the lowest rating.

Credibility
Combined Overall Average by Demographics



Credibility Summary by Survey Question

Management Actions Match Their Words (68)

The rating for "Management Actions Match Their Words" was 68, indicating that employees felt management's actions didn't always align with their words. However, this rating was improved score from GPTW rating of 50.

The overall range for reported demographics was 62 to 86, and non-reported demographics (gender, age, ethnicity) was 60-62.

The Integrated Water group had the highest rating of 80, while the Administrative Services, Watersheds, and Water Utility groups had the lowest ratings, scoring below 70.

Executives' ratings were higher ratings (9+ points) than Management/Supervisors and Non-Management employees. Employees with less than two years of tenure provided higher rating (10+pts) than those over three years. Regarding ethnicity demographics, Native Hawaiians had the highest rating of 86, followed by Black/African Americans with a rating of 78. American Indians had the lowest rating of 64, while White employees had a rating of 68.

The Integrated Water group had the highest rating, while Administrative Services, Watersheds, and Water Utility groups had the lowest ratings. Executives had higher ratings than Management/Supervisors and Non-Management employees. Native Hawaiians and Black/African Americans had the highest ratings, while American Indians and White employees had the lowest.

Management Has a Clear View of Where the Organization Is Going and How to Get There (68)

The rating for "Management had a clear view of where the organization is going and how to get there" was 68, indicating that employees' somewhat of weak belief in a vision that may not be as strong as could be. However, this rating was improved score from GPTW rating of 47. The overall range for reported demographics was 64-80, and non-reported demographics (gender, age, ethnicity) was 62.

Integrated Water received the highest rating among business groups while Watersheds and Water Utility received the lowest rating, 64 and 68, respectively. The ratings from executives were significantly higher (11+ points) than those from management/Supervisor and non-management staff. Employees with less than two years of tenure rated higher (8+ points) than those with longer than three years. Employees with over 20 years of tenure rating was the lowest rating of 62.

There were no significant differences in results by demographics by age or ethnicity.

Senior Leadership Delivers on Its Promises (68)

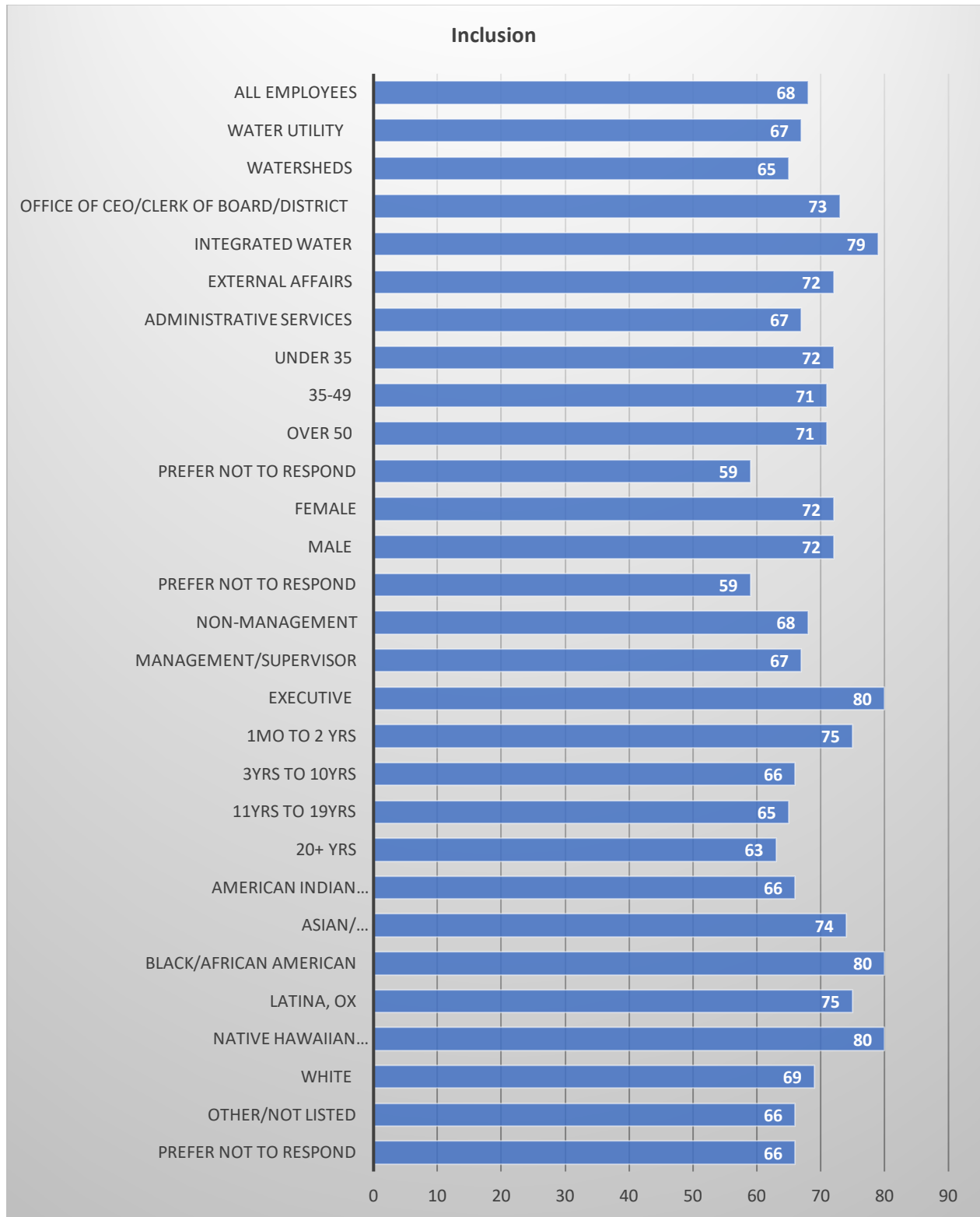
The rating for this statement was 68, indicating that employees felt management didn't consistently deliver on their commitments. However, the rating improved from the previous GPTW rating of 50. The Integrated Water group had the highest rating, while Watersheds had the lowest rating. Executives had higher ratings than Management/Supervisors and Non-Management employees. Employees with less than two years of tenure had higher ratings than those with longer tenure. Employees with over 20 years of tenure had the lowest rating. There were no significant differences in results by demographics.

Employee Feedback:

- *Audits of board/board committee actions for compliance with the district act and existing policies*
- *Effective long-range planning is deeply rooted in institutional knowledge, able to adapt and react to change as needed with an awareness of long-term consequences.*
- *Walk the talk.*
- *True leadership and meaningful engagement with employees*

- *Promotion of people with skills that fit the job.*
- *More accountability from management.... The rules are bended as we go.*
- *Accountability, honesty, and true transparency.*
- *I would like to see more honesty, accountability, and transparency from Upper Management.*
- *We all have personal interests, challenges and unique situations that are important to recognize in our FULFILLMENT of VW duties.*
- *High standard work ethics protocol from leadership*
- *Engineers, biologists, planners, water resources specialists rather than generalists*
- *Authentic leadership*
- *Accountably for all staff. Applied consistently and fairly.*
- *Let's be a water utility company, not a social justice company with a clear political perspective.*
- *Bullying. I have been hearing from some of my trusted co-workers that their boss or boss's boss are using intimidation tactics to gain their objectives.*
- *A buffer between staff and board members.*
- *Qualified leadership. People with substantive knowledge, business acumen, and empathy.*
- *Transparent reviews and background checks.... see more of our chiefs take back their respective authority and run their shops without fear or threat of being fired.*

Inclusion
Combined Overall Average by Demographics



Inclusion Summary by Survey Question

Management Genuinely Seeks and Responds to Suggestions and Ideas from Employees (70)

The overall range for reported demographics was 62-78, and non-reported demographics (gender, age, ethnicity) was 60-74. Valley Water's survey response showed improvement compared to the GPTW survey score of 48.

The highest ratings were from the Integrated Water business group at 82, while the Administrative Services and Watersheds groups had lower ratings at 68 and 66, respectively. Executive ratings were significantly higher (10+pts) than Management/Supervisors and Non-Management employees. Employees with less than two years of tenure rated significantly higher (8+ pts) than those with three or more years. Over 11 years tenure rating was 64. Regarding ethnic differences, Native Hawaiian and Black/African American employees had higher ratings, while American Indian employees had the lowest rating at 62.

Senior Leadership Seeks and Considers Different Viewpoints When Making Decisions Impacting Employees (66)

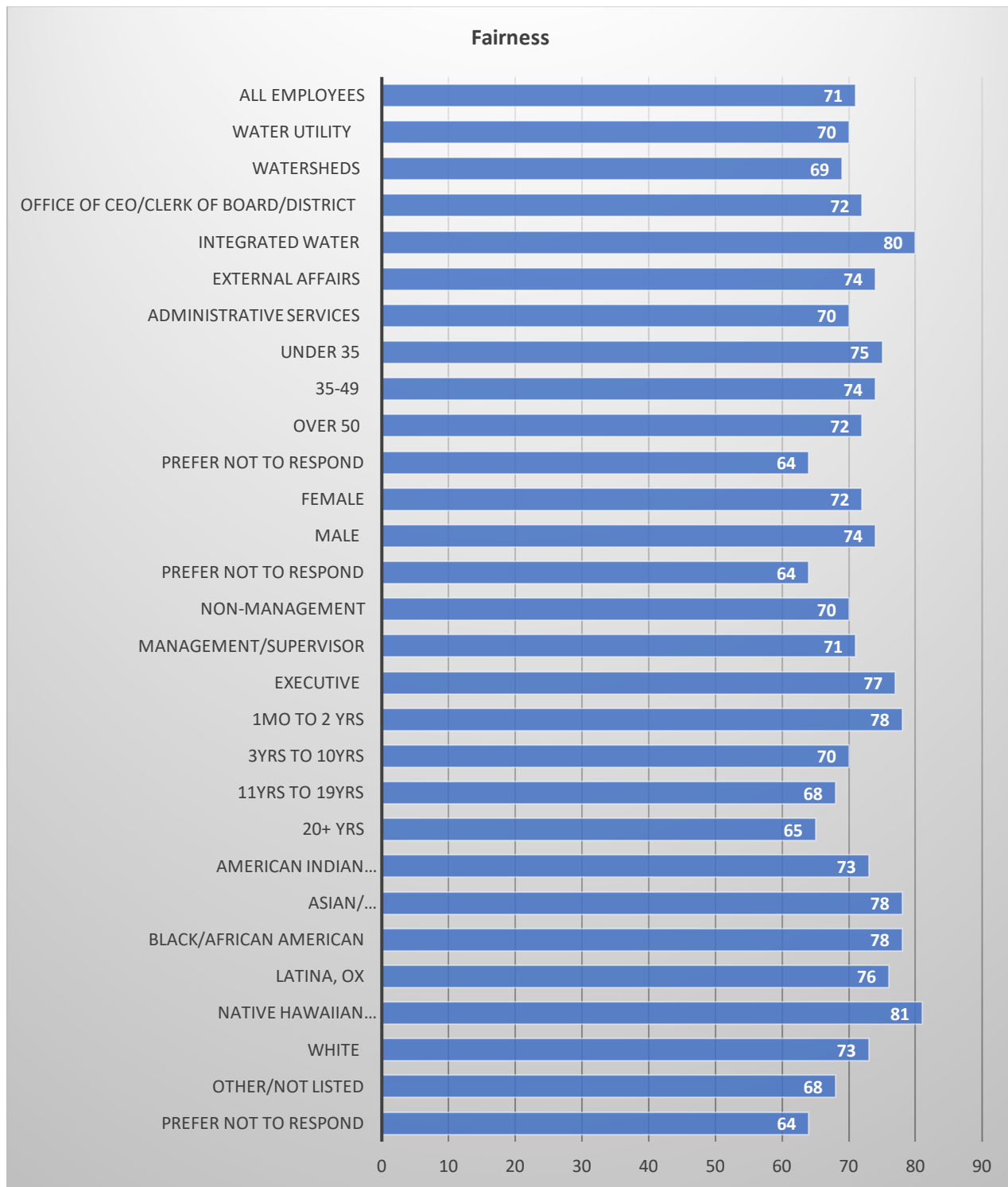
The reported demographics ranged from 62 to 80, while non-reported demographics (gender, age, ethnicity) were around 58. Most ratings fell between 64 and 74, with the rating for this survey question averaging 68, which is higher than a similar question in the GPTW survey that scored 45.

Among the business groups, Integrated Water received the highest rating of 76, while Watersheds, Water Utility, and Administrative Services had lower ratings ranging from 64 to 66. Executives had higher ratings (16 points) than Management/Supervisors and Non-Management employees, while employees under two years of tenure had higher ratings (10+ points) than those over three years. Employees with over 20 years of tenure had the lowest rating of 62.

Employee Feedback:

- *Cliques, internal politics (I just want to do the work....), management stepping on staff yet taking credit.*
- *Decisions are often made without our knowledge that affect our programs.*
- *Equity AND inclusion.*
- *Hiring is based on merit, skills, and ability instead of race for the sake of diversity and inclusion.*
- *Inclusion Events*
- *Inclusion, merit based, transparency & following through on what they say they will do from senior mgmt.*
- *Management accountability (360 reviews perhaps), team building, supervisor/manager training (they clearly need support in this), more INCLUSION (we have diversity)*
- *More inclusion and acceptance of different cultures and ways of approaching work.*
- *More inclusion events that are held at different VW Sites. It seems like if you're not stationed at HQ its difficult to participate. Or maybe just have small REDI substations at the other buildings and plants.*
- *Transparency in hiring and promotion, particularly regarding diversity and inclusion policies.*

Fairness
Combined Overall Average by Demographics



Fairness Summary by Survey Question

Fairly Applied Performance Review Process (74)

The ratings for the consistency and fairness of the performance review process fall within the range of 72 to 84, with non-reported demographics for age, gender, and ethnicity at 68. Integrated Water Management has the highest rating of 84, while all other business groups fall within the range of 74-76. Executives have a slightly higher rating of 78 compared to the ratings of Management/Supervisors and Non-Management employees. Employees with less than two years of tenure have a higher rating (6+ points) than those with tenure over three years. Additionally, there is a notable trend that employees with over 20 years of tenure consistently report low ratings in the themes of fairness, inclusion, and credibility.

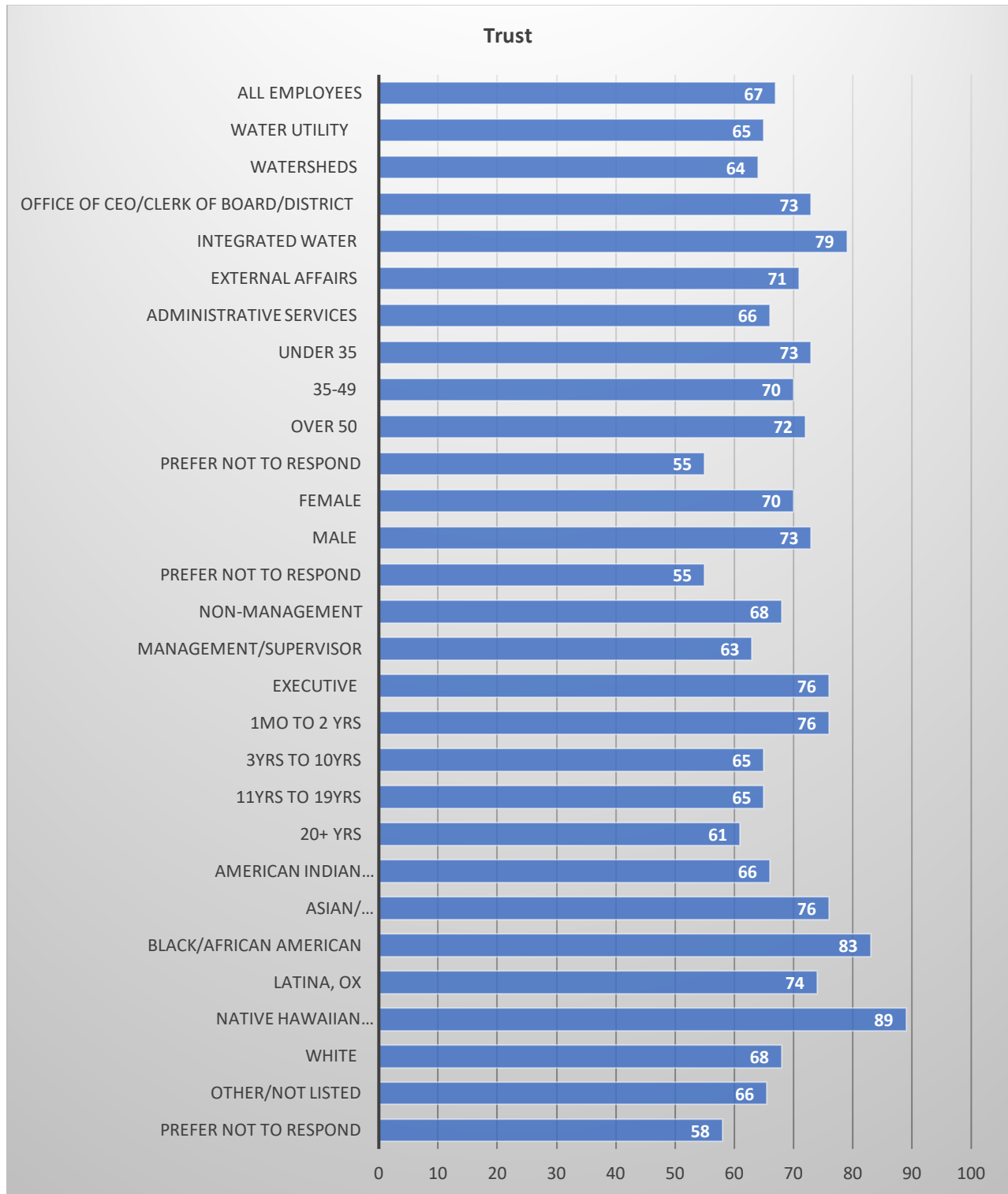
Promotions Go to Those Deserve Them (68)

This survey question has an average rating on the lower side, but it is still an improvement compared to the GPTW score of 40. The ratings for this statement range from 60 to 77, with a difference of 17 points between the highest and lowest ratings. Most business groups rated 66-70, while the Integrated Water group had a higher rating (6+ points). Executive ratings were significantly higher (8+ points) than those of Management/Supervisors and Non-Management employees. Male ratings were higher than female ratings. Employees with less than two years tenure rating significantly higher (10+ points) with over three years tenure. The ratings also varied based on ethnic background, ranging from 70 to 80.

Employee Feedback:

- *Atmosphere of sharing ideas, positivity, appreciation of strengths and contributions, opportunity to develop and learn new skills, process for giving supervisors and management feedback, training for supervisors, fairness.*
- *Unfairness in promotions*
- *Stability and fairness.*
- *Accountably for all staff. Applied consistently and fairly.*
- *HR often chooses staff for the supervisor without considering who the direct supervisor wants.*
- *Unfairness in the recruitment process. The job advertised already has a name on it before the competition.*
- *The organization has over corrected on its focus of diversity, place has been diverse and fair before but now making it uncomfortable.*
- *Some managers are not in sync with the succession planning program developed by HR to advance staff that enrolled in the supervisory program.*

Trust
Combined Overall Average by Demographics



Trust Summary by Survey Question

Trust the Process to Report Concerns, Work Issues, or Suggestions (68)

While reported demographics ranged from 64 to 88, non-reported demographics such as gender, age, and ethnicity received lower ratings of 56-60.

Integrated Water Management had the highest rating of 79, while Administrative Services, Watershed, and Water Utility had lower ratings of 66-68. Additionally, Executives had a higher rating (12+ points) compared to Management/Supervisors and Non-Management employees. Interestingly, males had higher ratings (76) than females (72), with most survey questions showing only a 0-to-2-point difference in gender category, and this is noted here as an outlier.

Employees with less than two years of tenure had higher ratings (10+ points) than those with over three years. Employees with over 20 years of tenure received the lowest ratings of 64. The ratings for different ethnic backgrounds ranged from 66 to 90, with Native Hawaiians and Black/African Americans receiving high ratings of 90 and 88, respectively, and American Indians receiving the lowest rating of 66.

Confidence and Trust in the Transparency of Management Decisions and Related Directions (66)

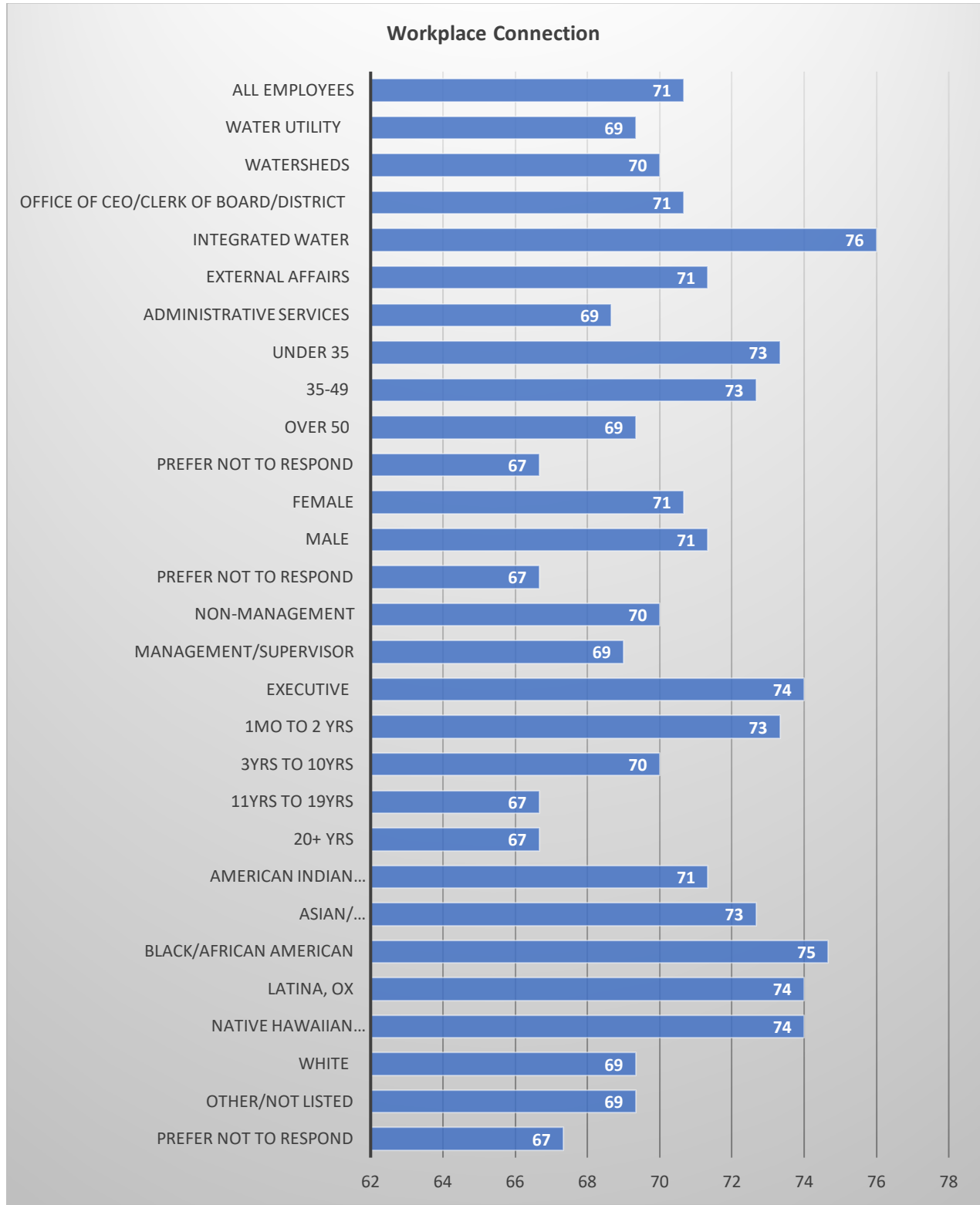
Reported demographics ranged from 64 to 88, non-reported demographics such as gender, age, and ethnicity received lower ratings of 54-56.

Business groups ranged from 64 to 78, with Integrated Water Management rating the highest (8+ pts) and Administrative Services and Water Utility (64) and Watersheds (62) were lower rating business groups. The executive rating was higher (8 pts) than Management/Supervisors and Non-Management employees. Employees with less than two years of tenure rated higher (10+ pts) than those over three years with the significantly lower rating for trust and transparency was employees over 20 years 58. Native Hawaiians had the highest score (88) of all demographics, while American Indians and Whites had lower scores of 66 and 68, respectively.

Employee Feedback:

- *I would like the Director to start listening to staff's input and provide a safe space for us to communicate without retaliation.*
- *I would like to see more trust allowed to do our work efficiently.*
- *More trust in employees to get their work done.*
- *More trust in staff - often work is bottle-necked for approvals on minor things that wouldn't have a major impact if something "went wrong" with it*
- *Nitpicking about telework and general distrust of employees.*
- *Senior leadership truly listens to employees' suggestions and shows trust in their employees.*
- *Trust in staff.*
- *Trust in the workforce to do their job without extreme oversight and micromanaging. I would like to see more robust processes so that employees can consistently do their job well and efficiently.*
- *Trust in the workforce to do their job without extreme oversight and micromanaging. I would like to see more robust processes so that employees can consistently do their job well and efficiently.*
- *Trust, respect, and transparency in decisions related to organizational or policy changes.*
- *Trusting managers to manage their direct reports.*
- *Trusting managers to run business units.*
- *Upper management supporting staff and trusting staff input.*

**Workplace Connection
Combined Overall Average by Demographics**



Workplace Connection Summary by Survey Question

Participation in Unrelated Work Activities (66)

With the exception of Integrated Water Management and executives, who received a rating of 76, the majority of responses regarding participation in unrelated work activities were low, ranging from 64 to 68.

The Residual Effects of Covid Negatively Impact Ways of Working and Building Relationships (70)

Responses to the impact of COVID on ways of working and building relationships ranged from 66 to 72, with lower ratings indicating more frequent negative impacts.

The following demographics reported experiencing negative residual effects of COVID on their work: Administrative Services, External Affairs, Executive, those with 11-to-19-year tenure, and those over 50 years old.

Treating Everyone with Fairness, Dignity, and Respect (76)

Establishing connections with coworkers in the workplace is greatly influenced by fundamental themes of fairness, dignity, and respect.

The range of scores for different business groups was 74 to 86, while the score for all demographics with the option not to respond was 68. Integrated Water scored 84, and the CEO's score was 80.

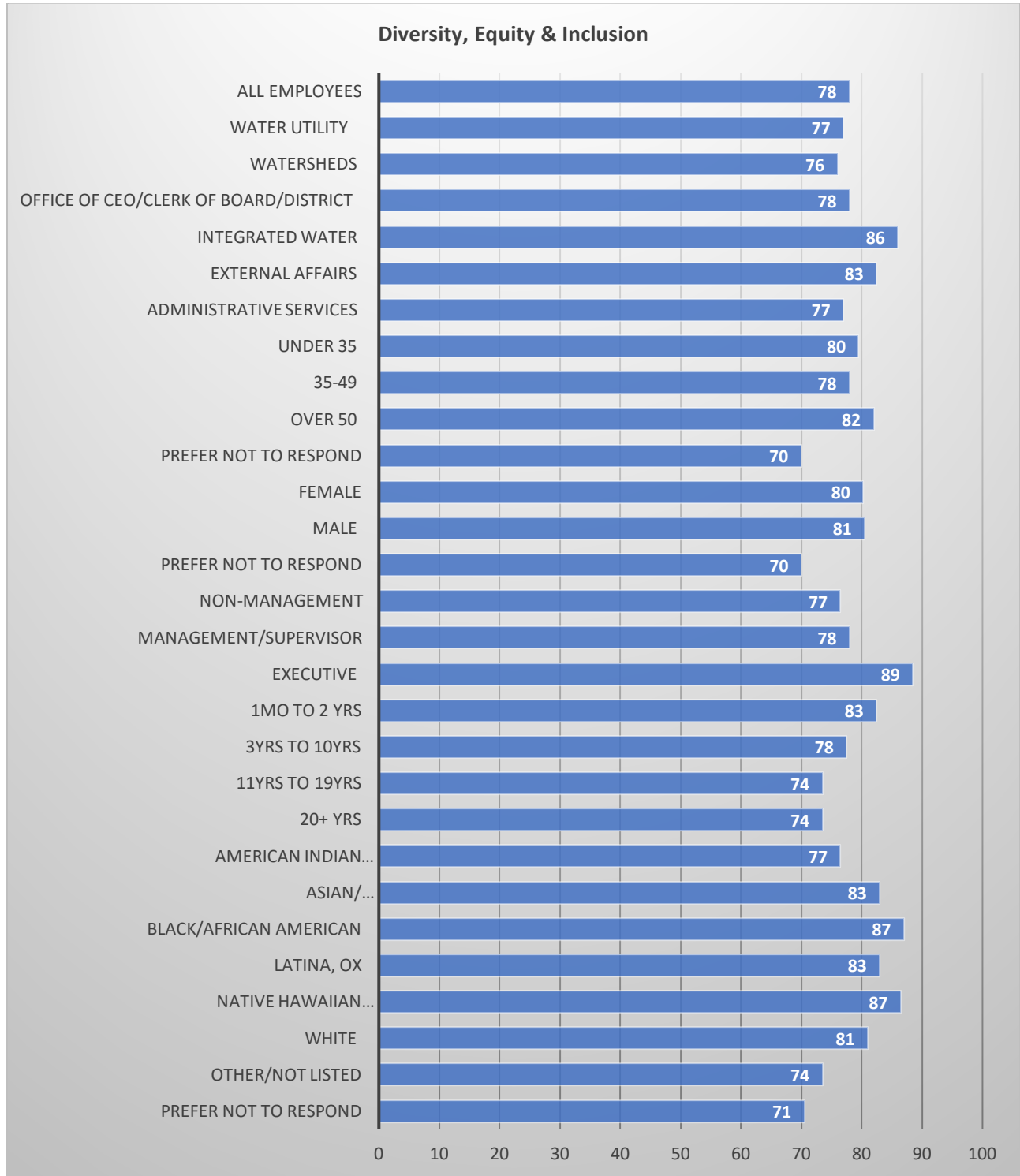
Executive scored higher (8+pts) than management/supervisor and non-management. Those with less than two years of experience had a significantly higher score (10+ pts) than those with over three years of experience.

Employees who preferred not to provide their demographics had the lowest rating in their demographic group.

Employee Feedback:

- *Opportunities to connect with each other and more ways to empower employees to put in their best work.*
- *Collaborative activities, such as division-wide or all-hands' picnics.*
- *Teambuilding with my immediate unit, since covid and movement of staff we haven't had the opportunity to gather.*
- *Team building events, outdoor spaces and working environments.*
- *Keep up with Townhalls which keeps everyone informed and in-the-loop, and I love the Kudos program. Employee appreciation is a great morale booster, and it motivates!*
- *In-person events to foster a sense of community*
- *Team building opportunities.*
- *Employee events and opportunities for more collaboration and building relationships with coworkers.*
- *Employee events and opportunities for more collaboration and building relationships with coworkers.*

Diversity, Equity & Inclusion
Combined Overall Average by Demographics



DEI Summary by Survey Question

Senior Leadership's vision of diversity and inclusion is demonstrated in decisions and directions (74)

The ratings for business groups ranged from 72 to 82, with Integrated Water having the highest rating. Executives had a rating of 87, significantly higher (16 points) than management/supervisor and non-management. Employees with two years or less tenure rated higher (6+ points) than those with over three years and over 11 years of tenure had a rating of 70. Employees over 50 had a slightly higher rating (2+ points) than those under 50. The highest rating (82) was given by Black/African American employees, while American Indian employees gave the lowest (68).

Over the last two years, DEI has continued to improve (82)

The range of ratings was 82 to 92. The business groups ranged from 80 to 90, with Integrated Water receiving the highest rating and Administrative Services and Watersheds receiving the lowest. The Executive group rated 94 (10+ points higher) compared to management/supervisor and non-management groups. There were no gender differences in ratings in the 70s. The ratings for tenure ranged from 80 to 86. The over-50 group had the highest rating (2+ points higher), and the 35-49 group had the lowest rating (76). For ethnic demographics, the ratings ranged from 82 (American Indian) to 92 (Black/African American).

The diversity of Valley Water mirrors the community it serves (84).

The business groups ranged from 84 (Integrated Water) to 90 (Integrated Waters). The Executive group rated 88, higher than management/supervisor (84) and non-management (82). Males had a higher rating of 88 compared to females at 84. The ratings for tenure ranged from 76 for 20+ years to 88 for under two years. The ethnicity ratings were above 86.

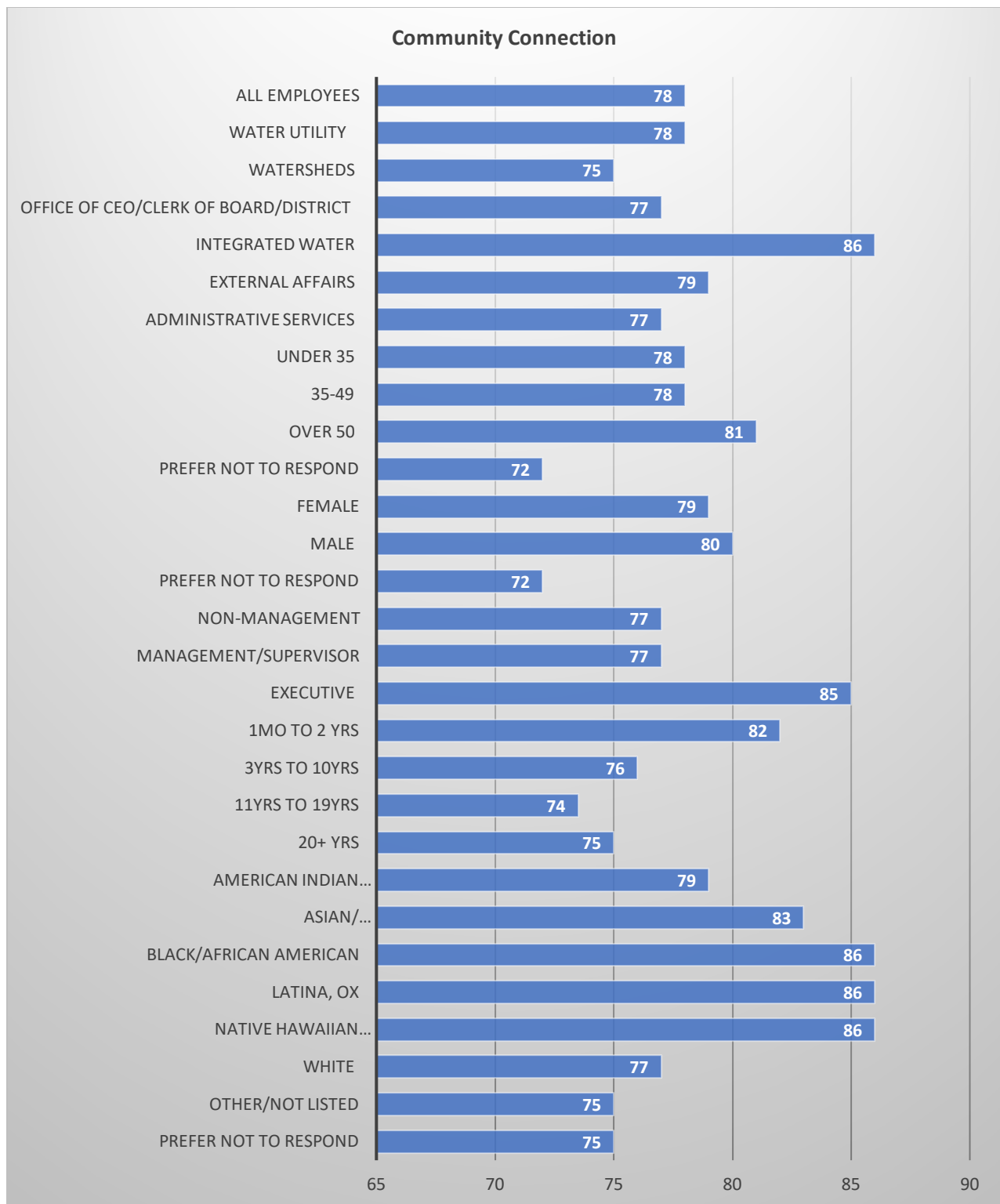
There have been meaningful internal changes in policies (72)

The ratings for business groups ranged from 70 for Water Utility to a high rating of 82 for Integrated Water. The Executive group had a significantly higher rating of 84 (12+ points higher) compared to the management and non-management groups' rating of 72. Females had a higher rating of 78 compared to males at 74, while the gender non-report rating was 64. The highest rating for tenure was for under two years (78), which was significantly higher than over 11 years to 19 years (66) and over 20 years (6). For ethnic demographics, the ratings ranged from 70 to 84, with Blacks/African Americans having the highest rating of 84, followed by Asians and Latinas at 78

Employee Feedback:

- *Opportunities for internal events or training that would facilitate better collaboration between units, interaction between employees, and increase DEI in a tangible or relatable way.*
- *Diversity events*
- *Transparency in hiring and promotion, particularly with regard to diversity and inclusion policy.*
- *Less growth in the REDI area.*

Community Connection Combined Overall Average by Demographics



Community Connections Summary by Survey Question

You Can Make a Difference in the Community (80)

The rating for this survey question was the same as GPTW, which was 80.

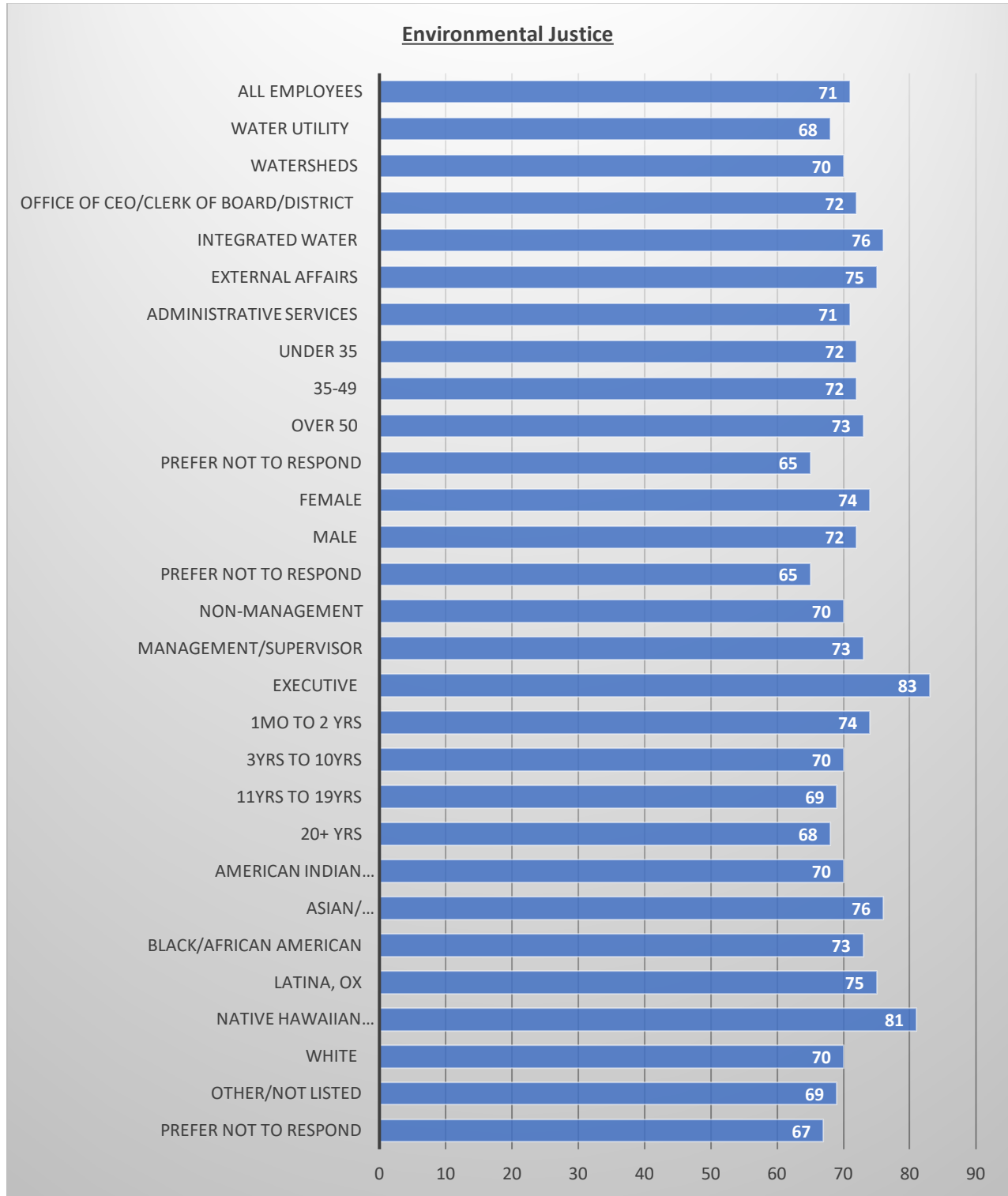
The range of ratings for this question was from 76 to 88, and there were non-reported demographics with a rating of 74.

Most employees reported feeling they make a difference in the community. Business groups ranged from 76 to 88, with Integrated Water having the highest rating. The Executive group rated 88, significantly higher than management/supervisor at 80 and non-management at 78. The highest rating for tenure was for those with two years and under, with a rating of 84, which was higher than those with over three years of tenure. The highest ethnic demographic rating was for Black/African American and Native Hawaiian, with a group rating of 78 to 84.

Valley Water Prioritizes Engagement and Participation with All Communities (76)

The range for reported demographics was 72-88 for all demographics, and the range for non-reported demographics was 70-76. The business group ratings ranged from 74-84, with Integrated Water receiving the highest rating of 84 and Watersheds receiving the lowest rating of 74. Executives had a higher rating (6+ pts) than management/supervisor and non-management groups. Employees under two years of tenure had a higher rating (6+ pts) than those over three years of tenure.

**Environmental Justice Contribution
Combined Overall Average by Demographics**



Environmental Justice Contribution Summary by Survey Question

Proactively Pursues Effective Strategies and Practices to Achieve Environmental and Social Justice (76)

The reported ratings ranged from 72 to 88, while the non-reported ratings ranged from 68 to 84.

The business group ratings ranged from 75 to 84, with Integrated Water receiving the highest rating of 84 and Watersheds receiving the lowest rating of 75.

The Executive group had a higher rating (8+ points) than the management/supervisor and non-management groups, with a rating of 88.

Employees with two years or less of tenure had a higher rating of 80, while other groups' ratings were 72-74. The ethnic group ratings ranged from 74 for White employees to the highest rating of 86 for Native Hawaiian employees.

Employees Contribute to Address Social and Environmental and Social Justice Issues in Santa Clara County (66)

The reported ratings for this category ranged from 62 to 76, while non-reported ratings ranged from 60 to 64.

Among the business groups, ratings were lower, ranging from 62-72, with Water Utility receiving a rating of 62 and Administrative Services and Office of CEO/Board receiving a rating of 66. External Affairs and Integrated Water had slightly higher ratings of 72.

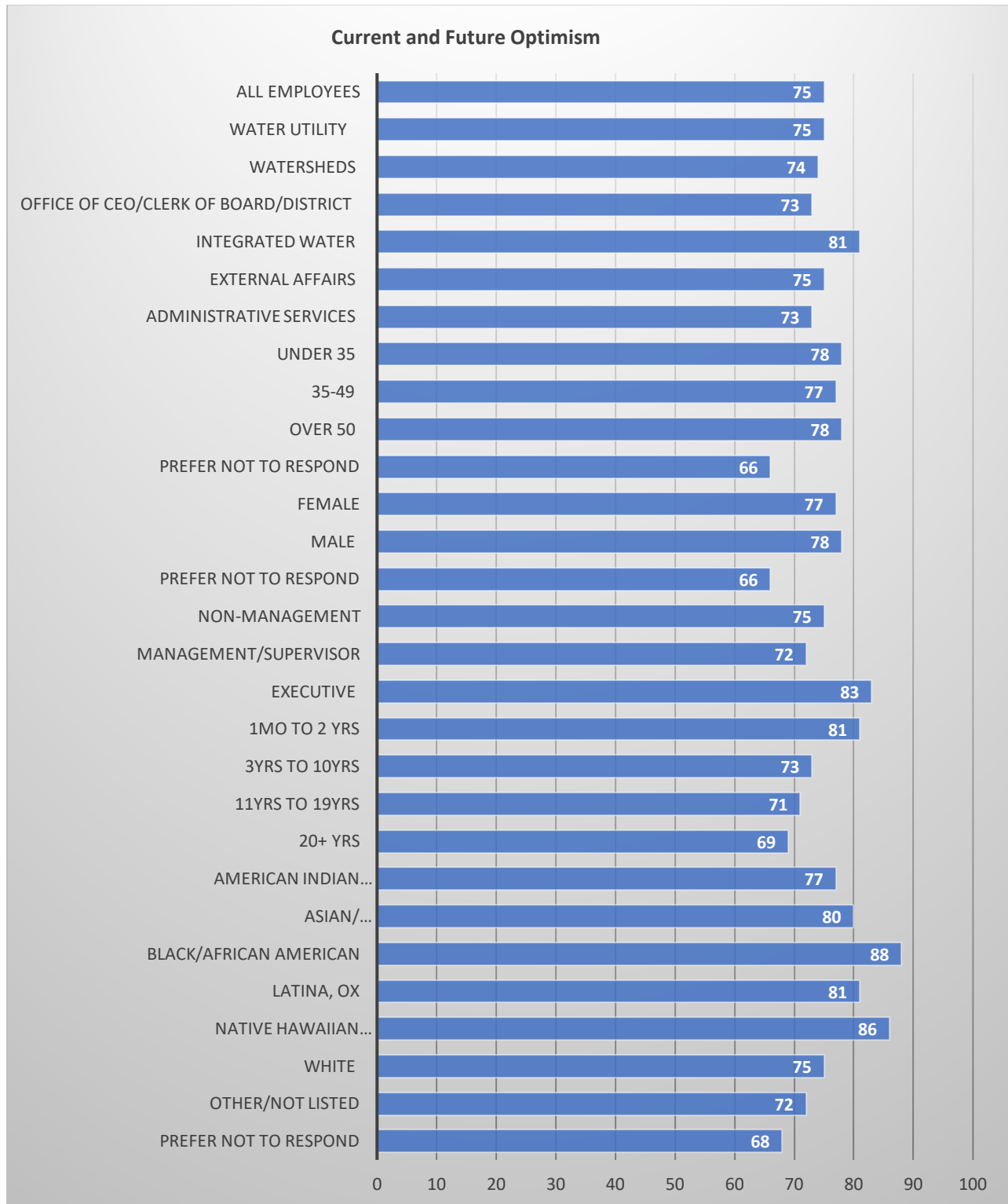
The Executive group had a significantly higher rating (10+ points) than the management/supervisor and non-management groups, 72 and 64, respectively.

There are marginal differences in ratings among different age ranges, with over 50 being slightly higher. Black, Latina, and Native Hawaiian employees have the highest ratings in ethnicity, with other groups in the high 70s. Employees who preferred not to provide their demographics had the lowest rating in their demographic group.

Employee Feedback:

More flexibility with grant proposals from community-based organizations, stronger environmental justice policies, more in-person networking events

Current and Future Optimism
Combined Overall Average by Demographics



Current and Future Optimism Summary by Survey Question

Enjoy Work Most Days (82)

The reported demographic ratings for the topic ranged from 76 to 90, while the non-reported demographics had ratings ranging from 76 to 82.

Regarding Business Groups, the ratings ranged from 78 to 86, with Integrated Water Management receiving the highest rating. Job level, gender, and tenure all had ratings in the low 80s, indicating a generally positive perception.

The over-50 age group had a slightly higher rating of 86, suggesting a slightly more favorable outlook. Among different ethnicities, the ratings ranged from 80 to 90. Black/African Americans had the highest rating of 90, followed by Native Hawaiian with 86. All other ethnic groups had ratings in the low to mid-80s.

Optimistic About Potential Growth and Career Opportunities (68)

The reported demographic ratings for current and future optimism varied from 56 to 86, while the non-reported ratings ranged from 56 to 78. In terms of Business Groups, the ratings ranged from 66 to 76. Integrated Water Management received the highest rating, while the Office of CEO/Clerk of Board and Watershed had the lowest ratings at 66.

There was a notable difference in ratings between the Executive group and the Management/Supervisor and Non-Management groups, with the Executive group showing a significantly higher rating (14+ points).

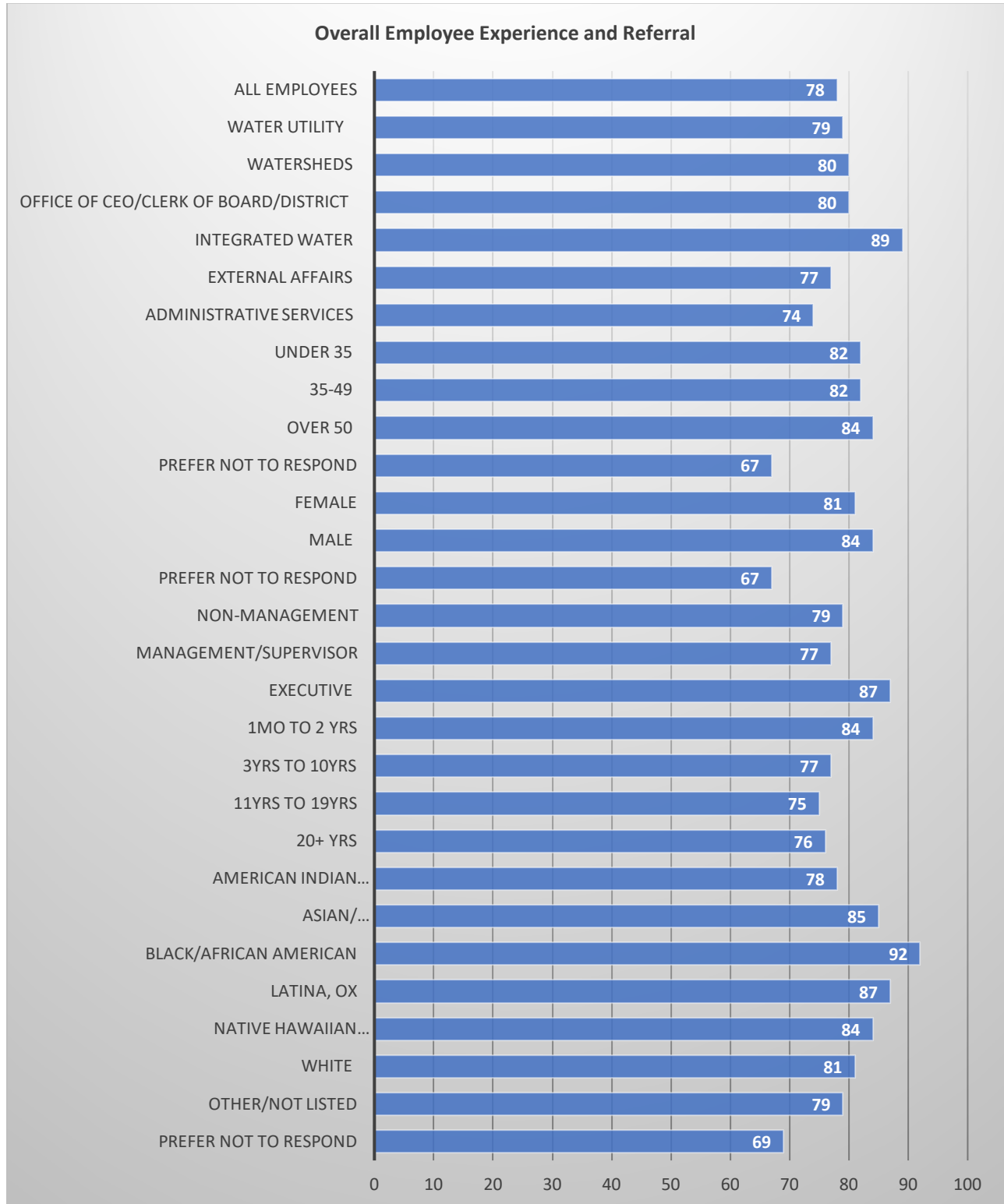
Employees with less than two years of tenure expressed significantly higher optimism (12+ points) than those over three years. On the other hand, employees with 11 to 19 years of tenure had a rating of 62, and those with over 20 years had the lowest rating of 56 (-22 points). Age was not a significant factor in optimism, as all age groups had ratings in the low 70s.

In terms of ethnic demographics, the ratings ranged from 68 to 86. Black/African American and Native Hawaiian employees had the highest rating at 86, which was significantly more optimistic (8+ points) than other ethnicities. White employees had the least favorable rating at 68.

Employee Feedback:

- *Continued growth and success of the agency.*
- *Board members appreciate the hard work and dedication of staff.*
- *Recognition of staff when retiring*
- *Good employees leaving due to comparable benefits with 100% remote or more flexible schedules at private companies.*
- *Opportunities for development and career growth.*
- *promotions from within the company to show employees that there could be growth and long-term employment. This will reduce the turnover rate.*
- Organizational bureaucracy. There are too many levels of leadership and hierarchy which makes it hard to get things done with all the rules of who can talk to who and who you can work with. There is a culture that makes upper management feel untouchable and it can be disempowering to lower-level staff who would like the opportunity to develop in their career.
- I'd like to see more ways of making every unit feel included, recognized, and appreciated.

Overall Employee Experience and Referral
Combined Overall Average by Demographics



Overall Employee Experience and Referral Summary by Survey Question

Employee experience (70)

The reported demographic ratings for employee experience ranged from 68 to 84, while the non-reported demographics had ratings ranging from 60 to 62.

When reviewing employee experience across business groups, Integrated Water Management received the highest rating of 82, indicating a positive perception among employees in that group. On the other hand, Administrative Services had the lowest rating of 68, suggesting room for improvement in the employee experience within that group.

Regarding job roles, executives had significantly higher ratings (10+ points) compared to management and non-management employees. Interestingly, non-management employees rated their employee experience higher than management, suggesting a potential disconnect between management and their perception of the employee experience.

Employees with less than two years of tenure had a higher rating (8+ points) than those with over three years. It is worth noting that employees with a tenure between 11 and 19 years had a relatively lower rating of 66, indicating the need for targeted efforts to improve their employee experience.

There were marginal differences in ratings related to gender and age, with ratings in the mid-70s. This suggests that gender and age may not significantly influence the overall employee experience.

Among different ethnicities, Black/African American employees had the highest rating of 84, indicating a positive perception of their employee experience. Conversely, White employees had the lowest rating of 72, suggesting the need for attention to ensure a positive and inclusive employee experience for all ethnic groups.

These findings highlight areas where improvements can be made to enhance employee experience. By addressing any disparities between business groups, job roles, tenure, and ethnicity, organizations can work towards fostering a positive and inclusive work environment for all employees.

Referral to work at Valley Water (86)

The reported demographic rating range for this recommendation was 80-100, indicating high satisfaction. The non-reported demographic range was slightly lower, ranging from 74-76.

Within the Business Group, there was a range of ratings from 80 to 96. Integrated Water Management received the highest rating of 96, suggesting a positive experience within that department. On the other hand, Administrative Services had the lowest rating of 80, indicating room for improvement in that area.

The Executive group had a significantly higher rating of 92 compared to the Management/Supervisor and Non-Management groups, which rated 86. This suggests that the executive-level employees have had particularly positive experiences and may contribute to the positive overall recommendation of Valley Water. Notably, there was a significant difference in ratings based on gender. Males rated 92, while females had a slightly lower rating of 88, with a 4-point difference.

Employees with less than two years of tenure had a higher rating (6 points) than employees with over three years, who all had a rating of 84. Interestingly, the over-50 age group reported the highest rating of 92 for referrals. This indicates that employees in this age group have had a highly positive experience and are likely to recommend Valley Water to their friends or associates.

Finally, when considering ethnic demographics, ratings ranged from 82 to 100. Black/African American employees had the highest rating of 100, indicating an extremely positive experience. Latina and Asian employees also had high ratings of 94. Other ethnicities had ratings ranging from 82 to 90, indicating generally positive experiences.

Summary of Comments

In a few words, what is something you would like to see less of at Valley Water in 2023?

Some repetitive points or themes:

- ✚ Politics: Several employees expressed concerns about politics, politicking, and favoritism. They want to see less of it in the organization.
- ✚ Favoritism, nepotism, and politics in decision-making and promotions.
- ✚ Inefficiency: Employees want to see less inaction, inefficiency, and outdated processes in the organization.
 - Micromanagement: Micromanagement and a fear-based management style are concerns for some employees. They want less of it. Micromanagement and lack of trust in staff.
- ✚ Unfairness: Unfairness in recruitment, hiring/promotions based on race, and favoritism are concerns for some employees.
- ✚ Ineffective or lack of transparency shared in communication. feedback, and follow-up on projects.
- ✚ Board Meetings: Drama in board meetings, inappropriate behavior by board members, and polarization are concerns for some employees. Issues with board of directors and management.
- ✚ Knowledge transfer: Retiring staff and the loss of historical knowledge are concerns for some employees.
- ✚ Productivity: Impact of delay or slow decisions or layers of approvals.
- ✚ Resistance to Change: Some employees have concerns about resistance to change and top-down decision-making.
- ✚ Survey Fatigue: Some employees feel that there are too many mandatory trainings, and survey fatigue and no related action.
- ✚ Fewer meetings or meetings to be more relevant and productive; consistency in rules of engagement in meetings.
- ✚ Work Approach flexibility/work/life balance: Some employees want to include telework because can get more done. Use commute time as work time.
- ✚ Core Business: Some employees want the agency to focus on its core business, allow for telework negotiation, or return to the office and minimize turnover of good employees.
- ✚ Strengths-Based: Some employees want less emphasis on weaknesses and more on building people's strengths.
- ✚ Concerns about attitude about temporary or contract employees
- ✚ Workload issues, such as long hours, tight deadlines, and turnover.
- ✚ Inefficient or unclear or delayed decision-making processes.
- ✚ Concerns workplace culture: politics over core business functions and the employees doing the work.
- ✚ Less silo ways of working in the workplace.

Summary of Comments

In a few words, what is something you would like to see more of at Valley Water in 2023?

Some repetitive points or themes:

- ✚ Collaboration and Teamwork: Employees value collaboration, teamwork, and supportive work units, suggesting team-building events and activities.
- ✚ Workplace Connection: Employees want more collaborative and energizing environments to meet.
- ✚ Connection: Employees want more multipurpose events that are social, support community, credit as part of work time, and builds relationships.
- ✚ Core Business: More focus on core business needs and results and less on politics
- ✚ Professionalism - Board Meetings: Employees expect professional conduct, respectful behavior, and productive board meetings.
- ✚ Accountability and Transparency: Employees value transparency in decision-making, clear accountability among coworkers, and equal enforcement of policies.
- ✚ Fairness and Respect: Employees expect a work environment built on trust, respect, fair promotions, and equal treatment for all, regardless of background.
- ✚ Employee Development and Growth: Employees want growth opportunities, internal job openings, and regular training and skills development initiatives.
- ✚ Inclusion: Employees want a work environment with reduced politics, favoritism, and nepotism, fostering fairness and equal opportunities.
- ✚ Empowerment: Employees desire a management style that promotes trust, empowerment, and autonomy, less micromanagement by managers.
- ✚ Efficiency: Employees seek streamlined processes, increased efficiency, and eliminating outdated practices to optimize operations.
- ✚ Effective Communication: Employees want transparent and effective communication channels, providing feedback and ensuring follow-up on projects.
- ✚ Vision and Transparency: Employees seek clear communication from senior management and the board regarding the company's vision and inclusion in future planning.
- ✚ Knowledge Transfer: Employees emphasize the importance of knowledge transfer and succession planning to preserve valuable institutional knowledge and retention.
- ✚ Inclusion: Employees desire an inclusive workplace, celebrating shared goals and vision through company events.
- ✚ Efficiency and Modernization: Employees want modern, collaborative working spaces, updated digital platforms, and process improvements aligned with best practices.
- ✚ Work-Life Balance: Employees seek teleworking options, health and wellness programs, and on-campus facilities for exercising or classes to achieve a better work-life balance.

**MEMORANDUM**

FC 14 (01-25-23)

TO: Rick Calendar, Esq.
Chief Executive Officer

FROM: Karl Neuman, P.E.
Acting Deputy Operating
Officer

SUBJECT: Status of Properties with Adopted Resolution
of Necessity for Coyote Creek Flood
Management Measures Project

DATE: June 9, 2023

On July 12, 2022, the Valley Water Board of Directors (Board) directed staff to acquire forty-two (42) real property interests from twenty-seven (27) property owners as part of Coyote Creek Flood Management Measures Project (CCFMMP or Project). Staff acquired the necessary property interests through a negotiated purchase for all properties except for ten (10) properties. For eight (8) of the remaining properties the Board adopted resolutions of necessity at various Board meetings in 2023. Staff is continuing negotiations with two (2) additional property owners and will request the Board adopt resolutions of necessity for these properties if staff does not reach a negotiated settlement with the property owners by the end of June 2023. The attached table provides a summary of the remaining ten (10) properties to be acquired for the Project, the acquisition timeline, and the anticipated date of possession.

DocuSigned by:

FD3A9A2A544F491...

Karl Neuman, P.E.
Acting Deputy Operating Officer
Watersheds Design and Construction

Attachment: Status of Adopted Resolution of Necessity

Cc: M. Richardson, B. Yerrapotu, C. Hakes, M. Thummaluru, C. McAlpine

Status of Adopted Resolution of Necessity

No.	APN	Address	Owner	Offer Amount	Board Adoption of Resolution of Necessity	Notes*
1	254-13-101 & 254-13-098	Berryessa Road	Southern Pacific Transportation Co (UPRR)	\$68,600	02/28/23	<ul style="list-style-type: none"> • Filed Motion for Possession on 04/11/23 • Hearing Date on 06/20/23 • Projected Date of Possession 06/27/23 • UPRR is open to selling APNs 254-13-101, 254-13-098 and 254-12-115 in fee to Valley Water. • Valley Water is interested in acquiring APNs 254-13-101 and 254-13-098 in fee and is negotiating with UPRR.
2	254-17-043	11740 Berryessa Road	S&A Investment Holdings LLC	\$350,000	02/28/23	<ul style="list-style-type: none"> • Tentatively agreed to stipulate to possession subject to revised easement text. • Filed Motion for Possession: N/A • Hearing Date: N/A • Projected Date of Possession 06/02/23
3	No Man's Land	Berryessa Road	N/A	\$6,000	01/24/23	<ul style="list-style-type: none"> • Prejudgment Order of Possession granted on 05/17/23
4	254-01-024	1354 E Taylor Street	1354 East Taylor Street LLC	\$662,000	03/28/23	<ul style="list-style-type: none"> • Filed Motion for Possession on 05/9/23 • Projected Hearing Date 08/14/23

No.	APN	Address	Owner	Offer Amount	Board Adoption of Resolution of Necessity	Notes*
						<ul style="list-style-type: none"> • Projected Date of Possession 08/21/23
5	254-01-017 & 254-01-019	1346 E Taylor Street	eFUEL Investments	\$714,000	04/25/23	<ul style="list-style-type: none"> • Filed Motion for Possession on 05/11/23 • Projected Hearing Date 08/15/23 • Projected Date of Possession 08/23/23
6	467-29-035	180 Arroyo Way	Ananya Kaewphokha	\$123,000	03/14/23	<ul style="list-style-type: none"> • Filed Motion for Possession on 05/02/23 • Hearing Date on 07/06/23 • Valley Water continuing negotiations for full acquisition • Projected Date of Possession 07/13/23
7	467-29-028	96 S 17 th Street	Preston Powell & Norwita Williams-Powell	\$51,800	04/25/23	<ul style="list-style-type: none"> • File Motion for Possession on 05/17/23 • Projected Hearing Date 07/22/23 • Projected Date of Possession 07/29/23
8	467-29-029	82 S 17 th Street	Evelyn Monroe Neill & James Bruce Neill	\$52,900	04/25/23	<ul style="list-style-type: none"> • File Motion for Possession on 05/15/23 • Projected Hearing Date 07/29/23 • Projected Date of Possession 08/05/23

*Valley Water staff continues to negotiate with all property owners and address their concerns to reach an agreement outside of eminent domain process.

Status of Upcoming Public Hearing for Adoption of Resolution of Necessity for Coyote Creek Flood Management Measures Project

No.	APN	Address	Owner	Offer Amount	Board Adoption of Resolution of Necessity	Notes
9	472-31-041	650 S 16 th Street	Michele Dour	\$130,000	Anticipated in June/August 2023	Valley Water performing design changes to address property owners' concerns. Property Owner in the process of obtaining an independent appraisal.
10	472-31-040	654 S 16 th Street	Suzanne Brenner & Fred Wiehe	\$63,100	Anticipated in June/August 2023	Valley Water performing design changes to address property owners' concerns. Property Owner in the process of obtaining an independent appraisal.



MEMORANDUM

FC 14 (02-08-19)

TO: Board of Directors

FROM: David Cahen
Risk Manager

SUBJECT: Risk Management Communication

DATE: June 5, 2023

The purpose of this memorandum is to provide you a with copy of recent Risk Management staff's communication with parties/individuals that have filed a claim against Valley Water.

Please find the following:

- 1) May 19, 2023 – Advance Payment letter to Robyn and Travis Stewart (District 4)
- 2) May 22, 2023 – Letter acknowledging receipt of claim to Sandy Shepherd (District 7)
- 3) May 25, 2023 – Letter acknowledging receipt of claim to Gary Perkins (District 4)
- 4) May 26, 2023 – Advance Payment letter to Arlene and Robert Lopes (District 4)
- 5) June 1, 2023 – Claim Settlement letter to Danh Nguyen (District 3)
- 6) June 1, 2023 – Claim Settlement letter to Kui Li (District 3)

For additional information, please contact me at 408-630-2213.

DocuSigned by:

A handwritten signature in black ink that reads "David Cahen".
62E0EF69C39D435...

David Cahen
Risk Manager



Clean Water • Healthy Environment • Flood Protection

May 19, 2023

Robyn and Travis Stewart
642 Colleen Drive
San Jose, CA 95123

Re: Advance Payment – L2230015

Dear Mrs. and Mr. Stewart:

Enclosed is the advance payment check regarding the above-mentioned claim. The total amount of the advance payment is \$11,500.00.

On behalf of Valley Water, I apologize for the inconvenience this incident caused and thank you for your cooperation.

Sincerely,

A handwritten signature in blue ink that reads "Lilian Dennis".

Lilian Dennis obo
David Cahen
Risk Manager

Enc: Advance Payment Check #418372





Clean Water • Healthy Environment • Flood Protection

May 22, 2023

Sandy Shepherd
141 Fairmead Lane
Los Gatos, CA 95032

Re: Receipt of Claim – L2230030

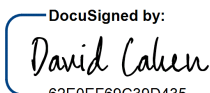
Dear Mrs. Shepherd:

We received your claim filed on behalf of Nancy Steele regarding the property damage resulting from the oak tree that fell on March 14, 2023.

We are currently investigating the claim and will notify you of our findings.

If you have any questions, please don't hesitate to contact me at (408) 630-2213 or at dcahen@valleywater.org

Sincerely,

DocuSigned by:

62E0EF69C39D435...
David Cahen
Risk Manager





CLAIM AGAINST THE SANTA CLARA VALLEY WATER DISTRICT

California Government Code Sections 900 and following

Page 1 of 2

<p>The completed form can be mailed, sent electronically or hand delivered. Mail or deliver to:</p> <p>Clerk of the Board Santa Clara Valley Water District-HQ 5700 Almaden Expressway San Jose, CA 95118</p> <p>Or submit the completed form electronically to: clerkoftheboard@valleywater.org</p>	Clerk of the Board's Date Stamp 5/19/23	
	For SCVWD Use Only	
	Date Received:	ROUTING
	<input type="checkbox"/> Via U.S. Mail:	<input checked="" type="checkbox"/> CEO:
	<input type="checkbox"/> Hand Delivered:	<input checked="" type="checkbox"/> District Counsel
	<input checked="" type="checkbox"/> E-mail: COB	<input checked="" type="checkbox"/> Risk Management
	<input type="checkbox"/> Other: _____	<input checked="" type="checkbox"/> COB
	<input checked="" type="checkbox"/> BOD (District #): 7	

With certain exceptions, claims for personal injury or property damage MUST be filed within six months of the incident giving rise to the claim. Claimant must complete each section. If information is unknown, write "unknown" in the appropriate box. Please use additional pages if necessary. Please attach itemized receipts, witness statements, photos and all other documentation that you believe will be helpful to process your claim. Claimant MUST sign and date the form; see last page.

Name of Claimant: Nancy Steele-owner Sandy Shepherd contact for information				
Address of Claimant: 141 Fairmead Lane		City: Los Gatos	State: CA	Zip: 95032
Mailing Address to Which Notices Should be Sent if Different From Above:		City:	State:	Zip:
Home Phone Number:	Cell Phone Number: 408-348-7800	Work Phone Number:		
Is this claim being filed on behalf of a minor? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		If so, please indicate minor's date of birth: _____ Relationship to the minor: _____		
Date and time of incident or loss: 3/14/23 2-4pm	Location of incident or loss (address): 141 Fairmead Lane, Los Gatos, CA	Is there a police report? <input type="checkbox"/> Yes If Yes, Police Report #: <input checked="" type="checkbox"/> No		

Describe how the incident or loss happened, and the reason you believe the Santa Clara Valley Water District is responsible for your damages (*Please attach additional sheets if necessary*):

The large and beautiful live oak tree on the creek bank behind our house fell down due to the winds, rain and soaking wet ground along the creek bank. The Valley Water owns that side of the creek bank. A very nice crew from Valley Water came out and made the yard safe for our dog and then came removed the broken fence sections and replaced them with new sections. They saved my mom's beloved Sally Holmes rose that is about 30 yrs old.



CLAIM AGAINST THE SANTA CLARA VALLEY WATER DISTRICT

California Government Code Sections 900 and following

Page 2 of 2

In detail, describe the damage or injury (*Please attach additional sheets if necessary*): The tree was very large with a beautiful canopy that missed the house, but fell on the patio, the fence and all the way across the creek. It took out 6 sections of fence replaced by your crew and they also removed the debris from under the tree. The tree landed on our large patio table bending the legs on one side that we can't bend back without crack the leg, smashed a couple of the chairs as part of the set, and bent a couple arms on the umbrella (new). There was a table top only from our 'ice cream' table that was shattered, the base is being repainted so it is fine. The large trellis holding up the rose is totally gone and needs to be replaced. A few pots were smashed but the only one I know for sure the entwined doves because one of the heads remains. The water system has a few broken heads and pulled pipes.

List Name(s) and contact information of any witness(es) or District employee involved (if any):

Peter Shepherd my husband 408 829 1163

DAMAGES CLAIMED: Basis for computation of amounts claimed (include copies of bills, invoices, estimates, receipts, photos, police case # or other documentation.) Note: If your claim is more than \$10,000, you need not fill in an amount, but must state whether jurisdiction for the claim would be in the Limited Jurisdiction (up to \$25,000) or Unlimited jurisdiction of the Superior Court.

Is the amount of the claim under \$10,000?

☐ Yes

☐ No

Court Jurisdiction: (Check One)

☒ Limited Civil

☐ Unlimited Civil

ITEMS	CLAIM AMOUNT
1. 54" mess top dining table 6 chairs (there are 9 kids in our family, and now grand and great grand kids)	\$ 1,101.60
2. 8' wide trellis to hold very large climbing rose.	\$ 250.00
3. Umbrella	\$ 150.00
4. 30" acrylic table top	\$ 175.00
gardener estimate \$100 to replace broken pipes and heads solar string lights in shade cover \$20	TOTAL AMOUNT \$ 2595.00

WARNING: IT IS A CRIMINAL OFFENSE TO FILE A FALSE OR FRAUDULENT CLAIM (Penal Code Section 72 and 550)

I have read the matters and statements made in the above claim and I know the same to be true of my own knowledge, except to those matters stated upon information and belief and as to such matters I believe the same to be true. I certify under penalty of perjury that the foregoing is TRUE and CORRECT.

Signed this 7 day of May, 2023

Claimant's signature Nancy Steele

Government Code Section 945.6 provides that, with limited exceptions, any suit brought against a public entity must be commenced:

- (1) If written notice is given of a denial of claim in accordance with **Section 913**, not later than six months after the date such notice is personally delivered or deposited in the mail.
- (2) If written notice is not given of a denial of claim in accordance with **Section 913**, within two years from the accrual of the cause of action.

Deliver to Nancy
Los Gatos... 95032

All ▾

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Hello, Nancy
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& Orders

4

All

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Coupons

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Beauty & Personal Care

Amazon Home

5% back on shopping



Nancy, thank you for being a Prime member

Get a **\$150 Amazon Gift Card instantly** upon approval for Prime Visa

Current Total: \$487.30

Savings: - \$150.00

Cost After Savings: **\$337.30**

Learn more

Shopping Cart

Deselect all items

Price



Panacea 89655 Giant Trellis, Includes Wall-Mounting

\$122.99

In Stock

Shipped from: BestNest Inc

Gift options not available. [Learn more](#)

Qty: 2

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Save \$12.00

Clip Coupon



Tempera 10' Outdoor Market Patio Table Umbrella with

\$129.99

In Stock

& FREE Returns

☐ This is a gift [Learn more](#)

Color: Dual Blue

Size: 10ft

Qty: 1

Delete Save for later

Compare with similar items Share

Save 5%

Clip Coupon



Fab Glass and Mirror Plexi Glass Table Top Plexiglass

\$111.33

In Stock

Prime FREE Delivery & FREE Returns

Gift options not available. [Learn more](#)

☐ Pay in 3 monthly payments of \$37.11

Size: 30 Inch

Style: 1/4"

Qty: 1

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Compare with similar items Share

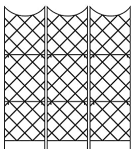
Subtotal (4 items): \$487.30

Subtotal (4 items): \$487.30

☐ This order contains a gift

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Panacea 89655 Giant Trellis, Black, 108" H, 101

\$305.99

Only 5 left in stock - order soon

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20pc Gentle Plant & Flower Clips for...

\$4.75

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Jiggly Greenhouse Garden Ties Soft Wire...

\$14.00

Add to Cart



Premium Water Soluble Fertilizer, 2.5 lb....

\$21.74

Add to Cart

Your Items

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Woodard Wrought Iron Mesh 54" Wide Round 8-Spoke Dining Table with Umbrella Hole
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Please Select

All Finishes 


						
						

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Google
Customer Reviews

Product Overview

FEATURES

- Made of extremely durable wrought iron material
- Hand formed by skilled craftsmen to insure the strongest furniture in the industry
- Offered in wide selection of powder coated finishes manufactured to prevent rust
- Round slick shape
- Metal table top



BRAND INFO

Item #: WR190227
SKU: 190227
Brand: [Woodard \(/woodard-patio-furniture\)](#)
Collection: [Wrought Iron Tables \(/woodard-patio-furniture/wrought-iron-tables-and-bases\)](#)
Warranty: [View warranty info](#)
Made In: USA

DIMENSIONS & WEIGHT

Dimensions: Dia. 54 x 29"H

MORE DOCUMENTS

-  [Woodard 2023 Catalog](#)
-  [Outdoor Material Buying Guide](#)

SPECIFICATIONS

Product Material: Wrought Iron	Table Shape: Round	Table Top: Metal
Top Type: Umbrella Hole	Seating: 6 to 7 Person	Construction Quality: Commercial
Shipping Weight: 68 lbs		

More You May Like



[\(/meadowcraft-tables-wrought-iron-round-patio-dining-table-md674800001\)](#)

Mesh Wrought Iron 48" Wide Round Dining Table with Umbrella Hole
Meadowcraft
\$637.00



[\(/meadowcraft-tables-wrought-iron-round-patio-dining-table-md302360001\)](#)

Mesh Wrought Iron 36" Wide Round Dining Table with Umbrella Hole
Meadowcraft
\$550.00



[\(/woodard-ron-tables-wrought-iron-round-patio-dining-table-wr13l3ru48\)](#)

Wrought Iron ADA 48" Wide Round Dining Table with Umbrella Hole
Woodard
\$737.80



[\(/woodard-ron-tab-patio-dining-table-wr13l3ru48\)](#)

Wrought Iron Mesh Table with Umbrella Hole
Woodard
\$515.90

Reviews

- ★★★★★ 5.0 out of 5.0

Outstanding service

Cora from Anacortes, WA 3-6-2023

Delivered as ordered on time by an outstanding freight carrier
- ★★★★★ 5.0 out of 5.0

Well made and easy to assemble

Elsie from Antioch, TN 8-29-2022

Easy to assemble
- ★★★★★ 5.0 out of 5.0

Great table

Hanjoong from Atlanta, GA 6-24-2022

Worth the wait. beautiful adn quality Table. Easy to assemble.
- ★★★★★ 5.0 out of 5.0

Best outdoor furniture

Susan from Highland, UT 3-4-2022

this furniture is well made and lasts forever!
- ★★★★★ 5.0 out of 5.0

Solid Table

Karen from Pgh, PA 1-21-2022

This table is solid and sturdy. Very easy to put together!

★★★★★ 5.0 out of 5.0

Woodard table

JANET from Hockessin, DE 9-26-2021

I bought this 15 years ago in another state. I relocated to the northern Delaware and didn't like any of the c*^ available here. I'm older and wanted something I could leave on my porch in the winters... so I bought it again. I love it.

★★★★★ 5.0 out of 5.0

Perfect for the patio

Carolyn from Solomons, MD 7-20-2021

As above

★★★★★ 5.0 out of 5.0

Perfect for the patio

Carolyn from Solomons, MD 7-20-2021

As above

★★★★★ 4.0 out of 5.0

Might be great! Arrived 6 months later with 7" of snow on the deck.

Barbara from Or - grants pass, OR 6-5-2021

Table and chairs are, as yet, unused and covered and we'll be waiting for the warming of Spring to see them again. One unexpected hiccup was that the included screws for the tabletop attach were too short to really work so we replaced them with screws and nuts we already had that were better. Study but light.... After 6 months, I'm delighted they arrived! They look really good.

★★★★★ 5.0 out of 5.0

Fits our patio. Fits 6-8 people which we wanted

David from Whitefish bay, WI 5-5-2021

We like the size and construction of the table. Easily assembled. We ordered in May but did not arrive until October. Did receive frequent updates about delivery status delay.

★★★★★ 5.0 out of 5.0

Wrought Iron patio table

Kerry from Dorchester, IA 4-1-2021

The table was exactly what we were looking for and couldn't find any where but on your website. We are very happy with it.

★★★★★ 5.0 out of 5.0

perfect size

Jane from Winchester, VA 3-19-2021

Size and sturdiness just right for our needs. Easy to attach legs. Simple, handsome table for patio.

★★★★★ 5.0 out of 5.0

Love this table!

Cindy from Trussville, AL 2-25-2021

This was a replacement table - using chairs from the other set. We are very happy with this table and it is really pretty.

★★★★★ 5.0 out of 5.0

Quality iron table

Dane from Kalamazoo, MI 11-1-2020

Nice construction that holds up under the elements throughout the summer. Would recommended storing in a covered location during the winter to prolong the lifespan. Leg construction permits 5+ adults to be seated at the table. Nice item and would buy again if given the chance.

★★★★★ 5.0 out of 5.0

The perfect outdoor table

Gabrielle from Philadelphia, NY 10-31-2020

So many things I love about my Woodard mesh table! I bought one twenty years ago and it is still in use on the deck it was purchased for -- new house, new deck, new table for me! I love that no water pools on it.

★★★★★ 5.0 out of 5.0

Just what we wanted

Amy from Wisconsin 10-18-2020

Sturdy, high quality. Looking forward to many years with it!

★★★★★ 5.0 out of 5.0

Perfect for 6 people

AG from Hartland, MI 9-28-2020

Having purchased Woodard products in the past that have held up for more than 20 years. We were excited to see that the quality remains the same. Working with the sales and customer service department of Patio Living were wonderful to work with throughout the whole process.

★★★★★ 5.0 out of 5.0

Missing parts-Table unusable

Sandra from Rochester, MI 9-2-2020

So far, not happy! I originally ordered this table at the end of May and was told delivery would be in 2-3 weeks. It was delayed because of COVID and did not arrive until later in July. We were not notified of the exact delivery date and were out of town when it arrived. As a result we were unable to inspect the package. Unfortunately when we did open the box there was no hardware included. I have contacted Patio Living and Woodard, but nothing has arrived

and no indication that the hardware is on the way. So, it is now September 2 and my outdoor table is still sitting in a box, missing essential parts. I have other pieces of Woodard outdoor furniture from previous purchases and really like them. Sad to say that this purchase and customer service has not been the same.

★★★★★ 5.0 out of 5.0

Woodard Wrought Iron Mesh Table

Suzanne from Culver, IN 8-16-2020

We just bought this and have had it only 6 weeks but it arrived in great shape and we appreciate the lovely finish on it. I believe we'll enjoy it for years to come.

★★★★★ 5.0 out of 5.0

Great Buy

Joyce from Scotch Plains, NJ 8-29-2018

The table is even better than expected. It is very sturdy and well built. The table and parts (easy to assemble) were very well packaged. I'm sure it will be used and enjoyed for a long time.

★★★★★ 4.0 out of 5.0

Good buy, nice product

Andria from KIRKLAND, WA 7-12-2018

This table appears to be very nicely made, and it looks like it should hold up well over time. We ordered the Aztec Bronze finish, which in the photo appeared to be a dark bronze color. Unfortunately, the color is significantly lighter and more like an antique gold color. Also, the silvery steel bolts that connect the legs are visible through the open mesh of the table top, so we'll need to paint those to a dark color as they're unsightly and cheapen the look of the table -- not a big deal, but it took me a bit my surprise. If the finish color had been closer to the photo, I'd give this 5 stars for first impression of general quality, functionality and affordable price.

★★★★★ 5.0 out of 5.0

Love This Table and Chairs

Barbara from Columbus, OH 7-7-2018

I have similar furniture from this company that's 10 years old. It's still in great shape. It stays much cleaner than other patio furniture because of the open mesh and it dries quickly after rain or snow. You can leave it out year round and the only maintenance I've done is a bit of touch up spray paint each year or two where it has rusted. I just assembled the tables tonight and it was just 4 bolts in each. The chairs came completely assembled and stack. Getting them out of the boxes and to your patio, and recycling all of the cardboard and plastic is the hardest part. I'm happy with my purchase.

★★★★★ 5.0 out of 5.0

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★★★★★ 5.0 out of 5.0

Perfect!!!

Marjorie from Petoskey, MI 6-20-2018

The glass in my patio table crumbled in a freak wind burst... what to do? This mesh table top is a good match to my chairs and I'm not going to worry about the wind blowing too hard again. Delivery ahead of schedule and very good quality table.

★★★★★ 5.0 out of 5.0

Great Value

J from Green Valley, AZ 6-19-2018

Very happy with our purchase, although, I thought it would be heavier being made of wrought iron. Very simple to assemble.

★★★★★ 4.0 out of 5.0

Great table!

Kate from Tumwater, WA 6-14-2018

This table is exactly what I wanted. It looks great on our deck. The only reason I didn't give it 5 stars is when my husband started putting the table together, we discovered to our dismay that the manufacturer had forgotten to include the hardware to affix the table legs to the table top. In other words, no nuts and bolts. I e-mailed Luxe Decor customer service about the lack of hardware, but never received a response. We had to go to a hardware store and purchase the materials we needed.

★★★★★ 5.0 out of 5.0

Perfect!

Adrienne from Alameda, CA 9-2-2017

Thus was very high quality and easy to put together.

★★★★★ 5.0 out of 5.0

Great investment

Todd from Tucson, AZ 6-6-2017

The 54" round table is lovely for 4, great for 6 and easily accommodates 8.

★★★★★ 5.0 out of 5.0

Perfect

Tom from Vadnais Heights, MN 5-29-2017

We have a 12 year old 48" round Woodard table, a 20 year old 18" Woodard round low table and 4 Woodard swivel rockers ranging in age from 20-12 years. We love our Woodard furniture.

★★★★★ 5.0 out of 5.0

Good quality

Marianne from Burlington, VT 4-24-2017
Good quality, easy to assemble, good size for 6 chairs

★★★★★ 5.0 out of 5.0

Beautiful look, sturdy feel

Nora from Exeter, NH 4-13-2017
classic look that is never out of style.

★★★★★ 5.0 out of 5.0

Great sturdy quality

Nancy from North Haven, CT 9-2-2016
The quality hasn't changed in 20 years still great ! My first purchase was that long ago, so I looked for the name and found another table in different color, Sturdy and heavy

★★★★★ 5.0 out of 5.0

5 Star Quality ??????????

Marsha from Fresno, CA 3-15-2016
Well made wrought iron furniture is an investment that will last a lifetime. When other patio furniture is being replaced this table will still be in use and looking good! The quality and craftsmanship of this table is to be applauded. My only regret is that I didn't invest a little more and get the larger table. More space for more guests to enjoy my new table!

★★★★★ 5.0 out of 5.0

Good table

Shilkett from Idaho Falls, ID 6-13-2014
Very stable and stood up to the winter.

★★★★★ 5.0 out of 5.0

Great value!

Tonya from New Waverly, TX 2-24-2014
Good value, nice size and it has held up well in the unpredictable Texas weather.

Company Info

- About Us (/customer-service/about)
- Contact Us (/customer-service/contact)
- BBB Accredited
(https://www.bbb.org/us/il/chicago/profile/furniture-stores/net-retailers-inc-0654-88373354)
- Trusted Commerce
(https://www.trustedsite.com/verify?js=1&host=www.patioliving.com)
- Terms of Use (/customer-service/terms)
- Privacy Policy (/customer-service/privacy)
- Accessibility (/accessibility)

Customer Service

- Customer Service (/customer-service)
- Request Quote (/customer-service/quote)
- 30-Day Return Policy (/customer-service/returns)
- Shipping Policy (/customer-service/shipping)
- Verified Merchant

My Account

- Login (/account/login)
- Track My Order (/account/order-info)
- Account Info (/account/account-info)

Categories

- Furniture (/patio-furniture)
- Dining (/patio-dining)
- Lounge (/patio-lounge)
- Seating (/patio-seating)
- Tables (/patio-tables)
- Umbrellas (/patio-umbrellas)
- Heaters (/patio-heaters)
- Grills (/bbq-grills)
- Lighting (/outdoor-lighting)
- Accessories (/patio-accessories)
- Sale (<https://www.patioliving.com/sale>)
- Sitemap (/sitemap)

(<https://www.patioliving.com/sale>)

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Clean Water • Healthy Environment • Flood Protection

May 25, 2023

Gary Perkins
618 Colleen Drive
San Jose, CA 95123

Re: Receipt of Claim – L2230031

Dear Mr. Perkins:

We received your claim regarding property damage related to the January 2023 rain event.

We are currently investigating the claim and will notify you of our findings.

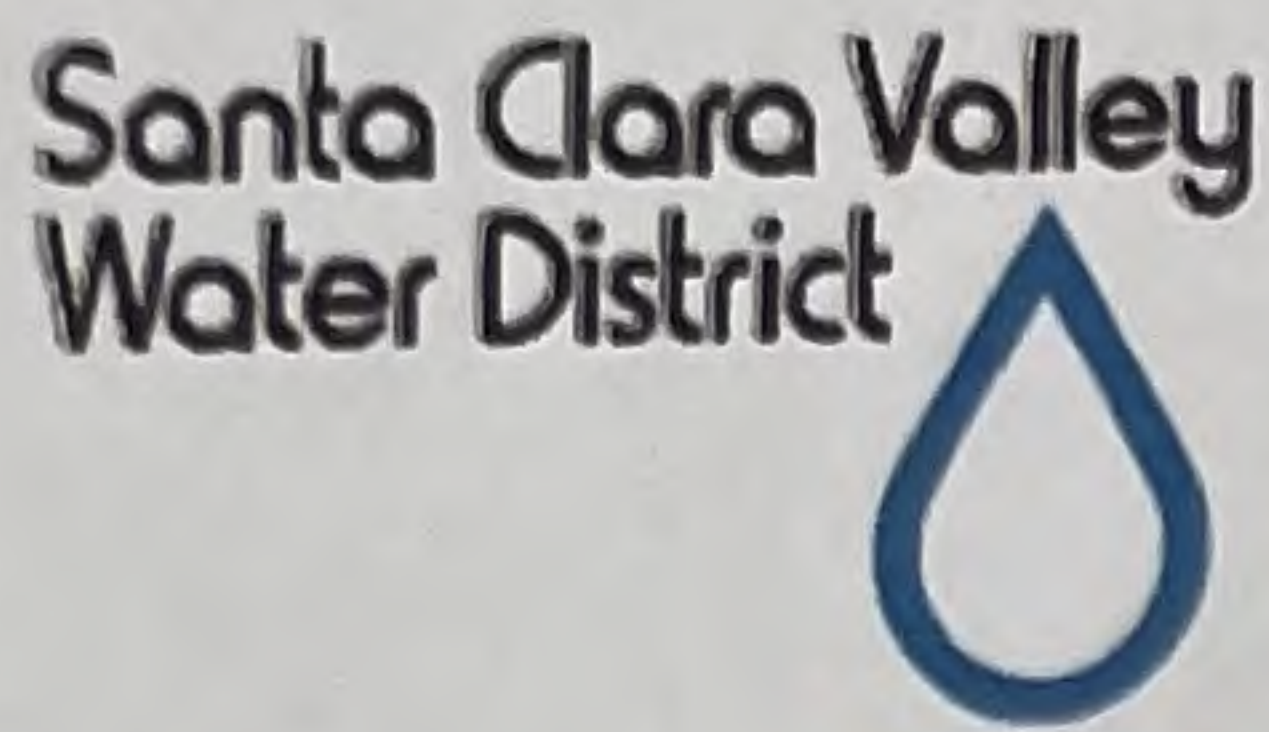
If you have any questions, please don't hesitate to contact me at (408) 630-2213 or at dcahen@valleywater.org

Sincerely,

DocuSigned by:

62E0EF69C39D435...
David Cahen
Risk Manager





CLAIM AGAINST THE SANTA CLARA VALLEY WATER DISTRICT
California Government Code Sections 900 and following

Page 1 of 2

The completed form can be mailed, sent electronically or hand delivered. Mail or deliver to: Clerk of the Board Santa Clara Valley Water District-HQ 5700 Almaden Expressway San Jose, CA 95118 Or submit the completed form electronically to: clerkoftheboard@valleywater.org	Clerk of the Board's Date Stamp 5/24/23	
	For SCVWD Use Only	
	Date Received:	ROUTING
	<input type="checkbox"/> Via U.S. Mail:	<input checked="" type="checkbox"/> CEO:
	<input type="checkbox"/> Hand Delivered:	<input checked="" type="checkbox"/> District Counsel
	<input checked="" type="checkbox"/> E-mail: COB	<input checked="" type="checkbox"/> Risk Management
	<input type="checkbox"/> Other: _____	<input checked="" type="checkbox"/> COB
	<input checked="" type="checkbox"/> BOD (District #): 4	

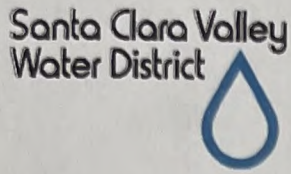
With certain exceptions, claims for personal injury or property damage MUST be filed within six months of the incident giving rise to the claim. Claimant must complete each section. If information is unknown, write "unknown" in the appropriate box. Please use additional pages if necessary. Please attach itemized receipts, witness statements, photos and all other documentation that you believe will be helpful to process your claim. Claimant MUST sign and date the form; see last page.

Name of Claimant: Gary Perkins			
Address of Claimant: 618 Colleen Drive		City: San Jose	State: CA
Mailing Address to Which Notices Should be Sent if Different From Above:		City:	State:
Home Phone Number: 408-226-0593		Cell Phone Number: 408-209-1552	Work Phone Number: Retired
Is this claim being filed on behalf of a minor? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		If so, please indicate minor's date of birth: _____ Relationship to the minor: _____	
Date and time of incident or loss: 1-9-2023	Location of incident or loss (address): 618 Colleen Drive, San Jose	Is there a police report? <input type="checkbox"/> Yes If Yes, Police Report #: <input checked="" type="checkbox"/> No	

Describe how the incident or loss happened, and the reason you believe the Santa Clara Valley Water District is responsible for your damages (Please attach additional sheets if necessary):

Canal overflowed behind our home, causing extensive erosion of landscape.

My call to Valley Water alerted the dispatcher to the canal overflow and he sent a crew to remove the temporary dirt bridge installed by Valley Water.



CLAIM AGAINST THE SANTA CLARA VALLEY WATER DISTRICT

California Government Code Sections 900 and following

Page 2 of 2

In detail, describe the damage or injury (Please attach additional sheets if necessary):

Washout of baserock, gold fines with stabilizer and tanbank. See attached estimate.

List Name(s) and contact information of any witness(es) or District employee involved (if any):

DAMAGES CLAIMED: Basis for computation of amounts claimed (include copies of bills, invoices, estimates, receipts, photos, police case # or other documentation.) Note: If your claim is more than \$10,000, you need not fill in an amount, but must state whether jurisdiction for the claim would be in the Limited Jurisdiction (up to \$25,000) or Unlimited jurisdiction of the Superior Court.

Is the amount of the claim under \$10,000?

☒ Yes

☐ No

Court Jurisdiction: (Check One)

☐ Limited Civil

☐ Unlimited Civil

ITEMS	CLAIM AMOUNT
1. Landscape restoration	\$ 3,150.00
2.	\$
3.	\$
4.	\$
TOTAL AMOUNT \$ 3,150.00	

WARNING: IT IS A CRIMINAL OFFENSE TO FILE A FALSE OR FRAUDULENT CLAIM (Penal Code Section 72 and 550)

I have read the matters and statements made in the above claim and I know the same to be true of my own knowledge, except to those matters stated upon information and belief and as to such matters I believe the same to be true. I certify under penalty of perjury that the foregoing is TRUE and CORRECT.

Signed this

20

day of

May

, 20

23

Gary Perkins
Claimant's signature

Government Code Section 945.6 provides that, with limited exceptions, any suit brought against a public entity must be commenced:

- (1) If written notice is given of a denial of claim in accordance with **Section 913**, not later than six months after the date such notice is personally delivered or deposited in the mail.
- (2) If written notice is not given of a denial of claim in accordance with **Section 913**, within two years from the accrual of the cause of action.



MARTINEZ

LANDSCAPE MAINTENANCE, INC.

☒ ESTIMATE
☐ INVOICE

ARTURO MARTINEZ
 (408) 590-1969
 ARTUROLM75@YAHOO.COM

Date: <u>4/18/23</u>	Submitted to: <u>Gary Perkins</u>	
Address: <u>618 Colleen Dr</u>		
City: <u>San Jose</u>	State: <u>CA</u>	Zip Code: <u>95123</u>
Phone:	Email:	

PAYMENT PERIOD MONTH _____ YEAR 2023

JOB DESCRIPTION	AMOUNT
<input type="checkbox"/> YARD MAINTENANCE	
<input type="checkbox"/> CLEAN UPS	
<input type="checkbox"/> NEW LAWN	
<input type="checkbox"/> SPRINKLER SYSTEM	
<input type="checkbox"/> PRESSURE WASHING	
<input type="checkbox"/> LOW VOLT LIGHTS	
<u>Replace washed off by the rain area with base Rock, gold pine and stabilizer</u>	<u>\$2400.00</u>
<u>Added 5 mini bark yard to the washed off area</u>	<u>\$750.00</u>
<input type="checkbox"/> LABOR	
PLEASE MAKE CHECKS PAYABLE TO: ARTURO MARTINEZ	TOTAL: \$ <u>3150.00</u>

Gary Perkins
 CUSTOMER SIGNATURE

Arturo Martinez
 ATTENDANT



Clean Water • Healthy Environment • Flood Protection

May 26, 2023

Arlene and Robert Lopes
636 Colleen Drive
San Jose, CA 95123

Re: Advance Payment – L2230013

Dear Mrs. and Mr. Lopes:

Enclosed is the advance payment check regarding the above-mentioned claim. The total amount of the advance payment is \$15,000.00.

On behalf of Valley Water, I apologize for the inconvenience this incident caused and thank you for your cooperation.

Sincerely,

DocuSigned by:

A handwritten signature in black ink that reads "David Cahen".

62E0EF569639D435
David Cahen
Risk Manager

Enc: Advance Payment Check #418604





Clean Water • Healthy Environment • Flood Protection

June 1, 2023

Danh Nguyen
1350 Oakland Rd, Space 178
San Jose, CA 95112

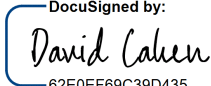
Re: Settlement – L2230014

Dear Mr. Nguyen:

Enclosed is the final settlement check regarding the above-mentioned claim. The total amount of the settlement is \$3,200.00.

On behalf of Valley Water, I apologize for any inconvenience this incident caused and thank you for your cooperation.

Sincerely,

DocuSigned by:

62E0EF69C39D435...
David Cahen
Risk Manager

Enc: Settlement Check #500006





Clean Water • Healthy Environment • Flood Protection

June 1, 2023

Kui Li
753 Folsom Circle
Milpitas, CA 95035

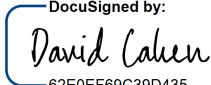
Re: Settlement – L2230006

Dear Mr. Li:

Enclosed is the final settlement check regarding the above-mentioned claim. The total amount of the settlement is \$7,462.64.

On behalf of Valley Water, I apologize for any inconvenience this incident caused and thank you for your cooperation.

Sincerely,

DocuSigned by:

62E0EF69C39D435...
David Cahen
Risk Manager

Enc: Settlement Check #500005



INCOMING BOARD CORRESPONDENCE

Board Correspondence (open)

Correspond No	Rec'd By District	Rec'd By COB	Letter To	Letter From	Description	Disposition	BAO/ Chief	Staff	Draft Response Due Date	Draft Response Submitted	Writer Ack. Sent	Final Response Due Date
C-23-0030	01/18/23	01/18/23	All	STEPHEN QUAN	Email from Stephen Quan, to the Board of Directors, dated 01/18/23, regarding Dam Levels and the Drought.	Refer to Staff	Baker	Williams	01/26/23	01/31/23	n/a	02/01/23
C-23-0045	02/23/23	02/24/23	All	MELISSA MALLORY	EMail from Melissa Mallory regarding unhouse along Los Gatos Creek Trail.	Refer to Staff	Blank	Yerrapotu Codianne	03/04/23	03/03/23	n/a	03/10/23
C-23-0076	03/31/23	04/03/23	All	H.K. WILLARD	Email from H.K. Willard to the Board dated 3/31/23 regarding misleading information in March Water News.	Refer to Staff	Gibson	Rocha	04/11/23	04/07/23	n/a	04/17/23
C-23-0096	05/05/23	05/05/23	All	BRUCE NEILL	Email from Bruce Neill to the Board, dated 5/5/23 requesting information on Coyote Creek water quality, before, during & after project; monitoring	Refer to Staff	Yerrapotu	Neuman	05/13/23	05/11/23	n/a	05/19/23

Correspond No	Rec'd By District	Rec'd By COB	Letter To	Letter From	Description	Disposition	BAO/ Chief	Staff	Draft Response Due Date	Draft Response Submitted	Writer Ack. Sent	Final Response Due Date
					schedule & data; and flood wall plans and how it will impact movement of small animals.							
C-23-0101	05/12/23	05/12/23	All	STEVE KELLY	Email from Steve Kelly, to the Board, dated 5/12/23, regarding concern for unhoused that may cause threat to residents living near the creeks in Santa Clara.	Refer to Staff	Yerrapotu Blank	Codianne	05/20/23	05/22/23	n/a	05/26/23
C-23-0105	05/17/23	05/18/23	All	SHAUN COLEMAN	Email from Shaun Coleman to the Board dated 5/17/23 expressing concern for boat on Almaden Lake after 11pm with bright lights and loud generator.	Refer to Staff	Baker	Williams	05/26/23	05/25/23	n/a	06/01/23
C-23-0111	05/21/23	05/22/23	All	PHIL CHUN	Email from Phil Chun to the Board, dated 5/21/23, expressing	Refer to Staff	Yerrapotu Blank	Codianne	05/30/23	05/26/23	n/a	06/05/23

Correspond No	Rec'd By District	Rec'd By COB	Letter To	Letter From	Description	Disposition	BAO/ Chief	Staff	Draft Response Due Date	Draft Response Submitted	Writer Ack. Sent	Final Response Due Date
					concerns for the unhoused in his neighborhood .							
C-23-0117	05/28/23	05/30/23	All	RAYMOND WHITE	Email from Dr. Raymond White to the Board, dated 5/28/23, requesting flouride warning message.	Refer to Staff	Baker	Bogale	06/07/23	06/02/23	n/a	06/13/23
C-23-0128	06/08/23	06/08/23	All	LAURA MANDLER FPPC	Email from Laura Mandler, Enforcement Division, Political Reform Consultant, FPPC to the Board, dated 6/8/23, inquiring whether Director Eisenberg has filed the required Form 700.	Noted and Filed	-	-	06/16/23	-	n/a	06/22/23