



# MEMORANDUM

FC 14 (08-21-19)

**TO:** Board of Directors

**FROM:** Rick Callender  
Chief Executive Officer

**SUBJECT:** Fiscal Year 2023-2024 (FY 24) Ends Policy  
Outcome Measure Status Report

**DATE:** July 30, 2024

The latest update of the outcome measures report is attached for your review. The last report I provided was in February 2024. The report is one of the ways that the Santa Clara Valley Water District Board of Directors (the Board) monitors the degree to which the Board policies are being met.

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

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

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

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

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

The report summarizes the status of eighteen (18) Outcome Measures, grouped by Board Ends Policy. These performance areas were monitored by Watersheds, Water Utility Enterprise, and Admin Services and their status was reported to me. The report provides information that can be used to determine the current status, and redirect the effort as needed based on the current situation and/or anticipated challenges. This report will be provided at the beginning and halfway through each fiscal year.

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

DocuSigned by:

A blue ink signature of Rick L. Callender, Esq., enclosed in a blue DocuSign signature box.

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Rick L. Callender, Esq.  
Chief Executive Officer  
Valley Water

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FY24 Ends Policy Performance Matrix

BOARD ENDS POLICIES - OUTCOME MEASURES			
OUTCOME MEASURE	FY 22-23 Outcome	FY 23-24 Outcome	Target Outcome
<b>E-2: Valley Water provides reliable, safe, and affordable water supply for current and future generations in all communities served.</b>			
Did Valley Water meet its annual water demand?	100% of annual water demand was met. Annual demand was down 7% compared to 2019 due to drought (on June 9, 2021 the Board called for a 15% reduction in water use compared to 2019).	100% of annual water demand was met. FY23-24 demand was down 7% compared to 2019.	100% of annual water demand is met without calling for more than 20% water use reduction.
Total acre-feet of groundwater storage	Total groundwater storage of more than 374,000 acre-feet.	Total groundwater storage is 423,000 acre-feet (as of June 2024).	Total groundwater storage is greater than 300,000 acre-feet .
Percentage of subsidence index wells with groundwater levels above subsidence thresholds	100% of subsidence index wells with groundwater levels above subsidence thresholds.	100% of subsidence index wells with groundwater levels above subsidence thresholds.	100% of subsidence index wells with groundwater levels above subsidence thresholds.
Percentage of water supply wells that meet or exceeds quality standards	83% of water supply wells tested meet all primary drinking water standards (based on calendar year 2022 data)	79% of water supply wells tested meet all primary drinking water standards (based on calendar year 2023 data). Short of target outcome due to elevated nitrate (primarily in	95% of water supply wells meet or exceeds quality standards.
Percentage of treated water that meets or exceeds primary drinking water standards.	100% of treated water delivered met or exceeded all primary drinking water standards.	100% of treated water delivered met or exceeded all primary drinking water standards.	100% of treated water meets or exceeds primary drinking water standards.
Percentage of total annual maintenance work plans completed for water transmission and distribution facilities on schedule	Completed 76% of planned work at the water treatment facilities. Staff projects 80% of annual maintenance work plans for transmission and distribution facilities.	Staff projects to complete 40% of planned work at the water treatment facilities by end of FY 24-25 due to work carried over from prior fiscal years. Additionally staff completed large scale refurbishments initially planned for future years during the <u>shutdown at Santa Teresea Water</u>	Complete at least 70% of total annual maintenance work plans completed for transmission and distribution facilities on schedule
Acre-feet of water supply portfolio from recycled and purified water	Approximately 16,000 acre-feet of recycled water in FY23.	On target to achieve approximately 18,000 acre-feet of recycled water by end of FY24. Ability to achieve target outcome of 24,000 acre-feet by 2028 is contingent on implementing a potable reuse project.	24,000 acre-feet by 2028.
<b>E-3 Natural flood protection is provided to reduce risk and improve health and safety for residents, businesses, and visitors, now and into the future.</b>			
Prioritize rehabilitation of existing creek facilities to restore design levels of service, beyond routine maintenance, by ensuring annual funds budgeted for Watersheds Asset Rehabilitation Program (WARP) and Safe, Clean Water (SCW) F8 are included in the Watersheds Operation & Maintenance (O&M) budget.	Annual budget for WARP and SCW F8 projects amounted to 13.9% of annual Watersheds O&M budget.	Annual budget for WARP and SCW F8 projects amounted to 15.7% of annual Watersheds O&M budget.	Budget for WARP and SCW F8 projects is equivalent to at least 15% of Watersheds O&M Division annual budget.
Percent of flood protection facilities inspected annually.	100% of levees were inspected and maintained in FY23. Staff's ability to conduct creek and levee inspections continues to be compromised in certain high-risk areas due to safety concerns and at times, insufficient law enforcement support. In the second half of FY23, continued higher flows in some streams due to winter storms reduced the ability to conduct some creek and levee inspections.	99% of levees were inspected and maintained in FY24. Regarding the 1% of levee not inspected, inspections of said levee were deemed unsafe and infeasible due to eroded access road conditions. Staff is considering options for how best to address erosion to enable resumption of inspections at this location. Overall, staff's ability to conduct creek and levee inspections continues to be compromised in certain high-risk areas due to safety concerns and at times, insufficient law enforcement support.	100% of levees and at least 50% of other flood protection facilities inspected annually.
Point Sum of the National Flood Insurance Program's (NFIP) Community Rating System (CRS) of all the participating CRS Communities in Santa Clara County.	NFIP CRS total point sum (countywide) is being maintained in FY23 Q4. As of 06/30/23, the point sum remains as follows: 17,113 w/o Valley Water's points; 18,959 w/Valley Water points.	NFIP CRS total point sum (countywide) is being maintained in FY24 Q2. As of 1/24/24, the point sum remains as follows: 17,113 w/o Valley Water's points; 18,959 w/Valley Water points.	The point sum of all participating CRS Communities in Santa Clara County is 13,000 or higher.
Percent of flood protection projects that incorporate natural flood protection features	89% of Capital flood protection projects in the CIP incorporate NFP features.	93% of Capital flood protection projects in the CIP incorporate NFP features.	90% of flood protection projects incorporate natural flood protection (NFP) features that enhance the physical, hydrologic, and ecologic functions and process of streams within the community setting.
<b>E-4 Water resources stewardship protects and enhances ecosystem health.</b>			
Ecological data are made available to the public through the Valley Water webpage annually and the EcoAtlas tool.	100% of VW's data on ecosystem health are available to the public on EcoAtlas, and the related watershed reports are on the Valley Water webpage.	100% of VW's data on ecosystem health are available to the public on EcoAtlas, and the related watershed reports are on the Valley Water webpage.	100% of Valley Water annual ecological monitoring reports are made available to the public.
Percent of new Joint Use Agreements (JUAs) that comply with the Trails Policy Criteria and Guidance.	100% of new Joint Use Agreements (2 in FY23) comply with the Trails Policy Criteria and Guidance.	100% of new Joint Use Agreements (2 in FY24) comply with the Trails Policy Criteria and Guidance.	100% of new Joint Use Agreements comply with the Trails Policy Criteria and Guidance.
<b>E-5 Valley Water is carbon neutral and provides equitable, climate-resilient water supply, flood protection, and water resource stewardship to all communities in Santa Clara County. This will be accomplished through the implementation of the Climate Change Action Plan.</b>			
Maintain Valley Water's California Green Business Certification.	Yes, Valley Water is certified as a California Green Business.	Yes, Valley Water is certified as a California Green Business.	Valley Water is certified as a California Green Business.
Percent of Valley Water's operating facilities are equipped with Electric Vehicle (EV) charging infrastructure.	39% of Valley Water's operating facilities are equipped with EV charging infrastructure.	56% of Valley Water's operating facilities are equipped with EV charging infrastructure.	100% of Valley Water's operating facilities are equipped with EV charging infrastructure.
Percent of Valley Water's passenger vehicle portfolio that have been converted to electric vehicles (EVs).	Valley Water's passenger vehicle fleet is 55% Hybrid and 5% EVs.	Valley Water's passenger vehicle fleet is 47% Hybrid and 5% EVs.	100% of Valley Water's passenger vehicles are EVs.
<b>E-6 Valley Water is committed, through a regional approach, to address the human health, safety, operational and environmental challenges posed by encampments of unsheltered people on Valley Water lands along waterways and at water supply and flood risk reduction facilities.</b>			
Overall reduction in the number of encampments of unsheltered people located where Valley Water holds land rights, achieved through regional collaboration with the County, cities, and other service providers, as well as internal programmatic efforts.	N/A	Valley Water implemented new geospatial encampment mapping capability in February 2024. The first year-over-year comparison data will be available after the next annual count in February 2025.	7% year-over-year reduction in encampments located where Valley Water holds land rights, per annual Valley Water count.

BOARD ENDS POLICIES - OUTCOME MEASURES			
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Number of people who have transitioned into housing or shelter opportunities that were made possible through Valley Water's partnerships or agreements to support housing and shelter development.	N/A	86 individuals exited to Emergency Interim Housing sites, bridge housing communities, or other temporary shelter through Valley Water's agreement with City of San Jose to relocate encampments for the Coyote Creek Flood Protection Project. 2 households have been enrolled and housed in a Permanent Supportive Housing program through Valley Water's Outreach Services Agreement with County of Santa Clara.	Annually, at least 50 people transitioned into housing or shelter opportunities through Valley Water efforts.