



# Valley Water

Clean Water • Healthy Environment • Flood Protection



# Permitting Best Practices: Community Projects Review Unit (CPRU) Performance Audit Progress Report

Board Audit Committee

May 20, 2026

Attachment 1  
Page 2 of 19

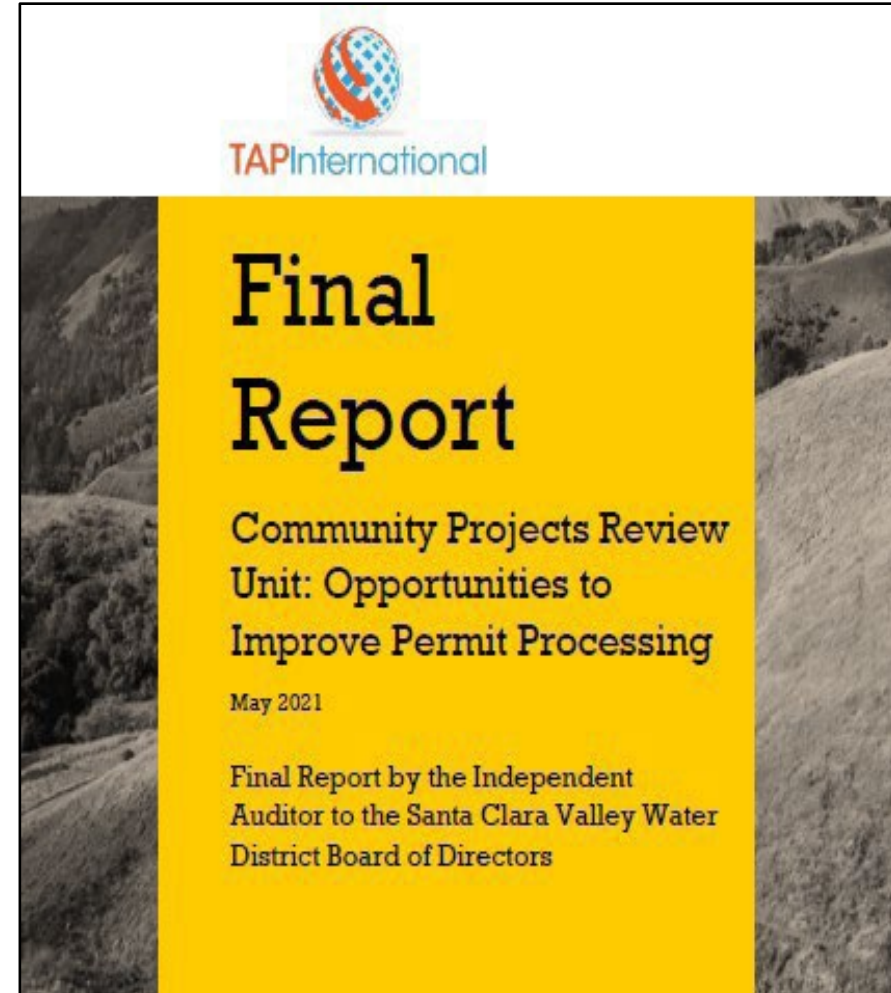
# CPRU Audit: Opportunities to Improve Permit Processing

**Objective:** Assess alternate permit processes and peer agency comparison

**Scope:**

- Interview staff
- Online survey of permit holders
- Financial analysis
- Research permit practices of other agencies

**Result:** 14 Multi-part Recommendations



# CPRU Audit: Recommendation Areas and Status Update

- Standardize and streamline permit processes, clarify roles (#1, 2, 3, 4)
- Modernize the customer request portal and tracking database (#6)
- Increase communication externally (#7, 8, 9)
- Improve financial controls and cost recovery (#10, 11, 12, 13, 14)

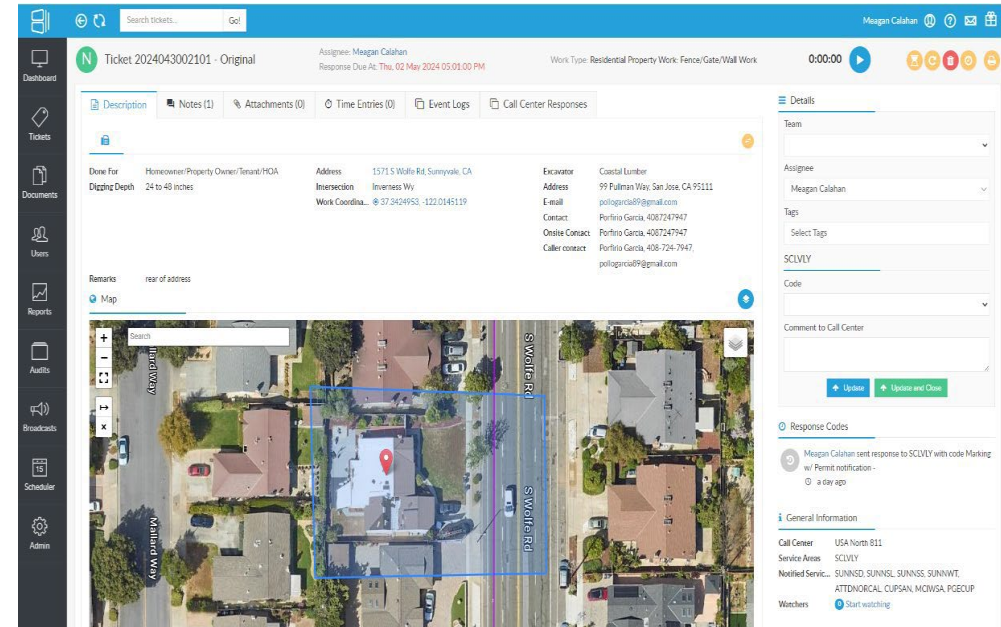
# Ongoing Recommendations

1. Recommendation 2 (partial): Revise Water Resources Protection Manual
2. Recommendations 6, 11-14: Complete IT Upgrade Project and Financial Integration

# Recommendation 2 Confirm Core Functions and Standardize Processes

Status: Ongoing

- Updated Fee Schedule
- Updated WRPO
- Clarified duties
- Expanded GIS use
- Implemented staff training
- Update Water Resources Protection Manual



# Revision of Water Resources Protection Manual

Status: Ongoing

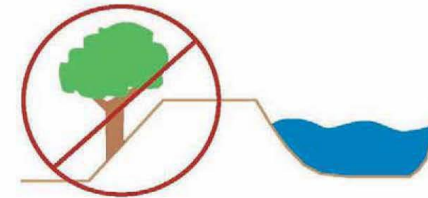
The Water Resources Protection Manual is a “how-to guide” for land development in Santa Clara County.

Major revisions will provide clear requirements for encroachment/use of Valley Water land and facilities.

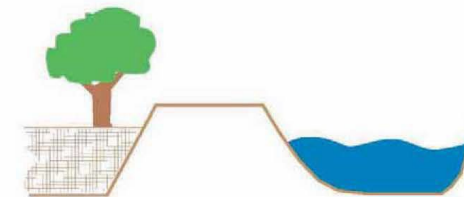
Revisions to be completed in 2026.

## DESIGN GUIDE 6

### PLACEMENT OF FILL AND PLANTING OF TREES BY LEVEES



Plants with large root systems (trees and large shrubs) should not be placed on existing levees.



Trees may be planted on a levee if additional fill is placed on the levee.



The placement of fill on/next to the out board slope of the levee will reduce the height of the levee for aesthetics and improves the safety of the levee system. The height of the fill may vary. Geotechnical analyses may be needed to determine the impacts of the fill to the levee slope.

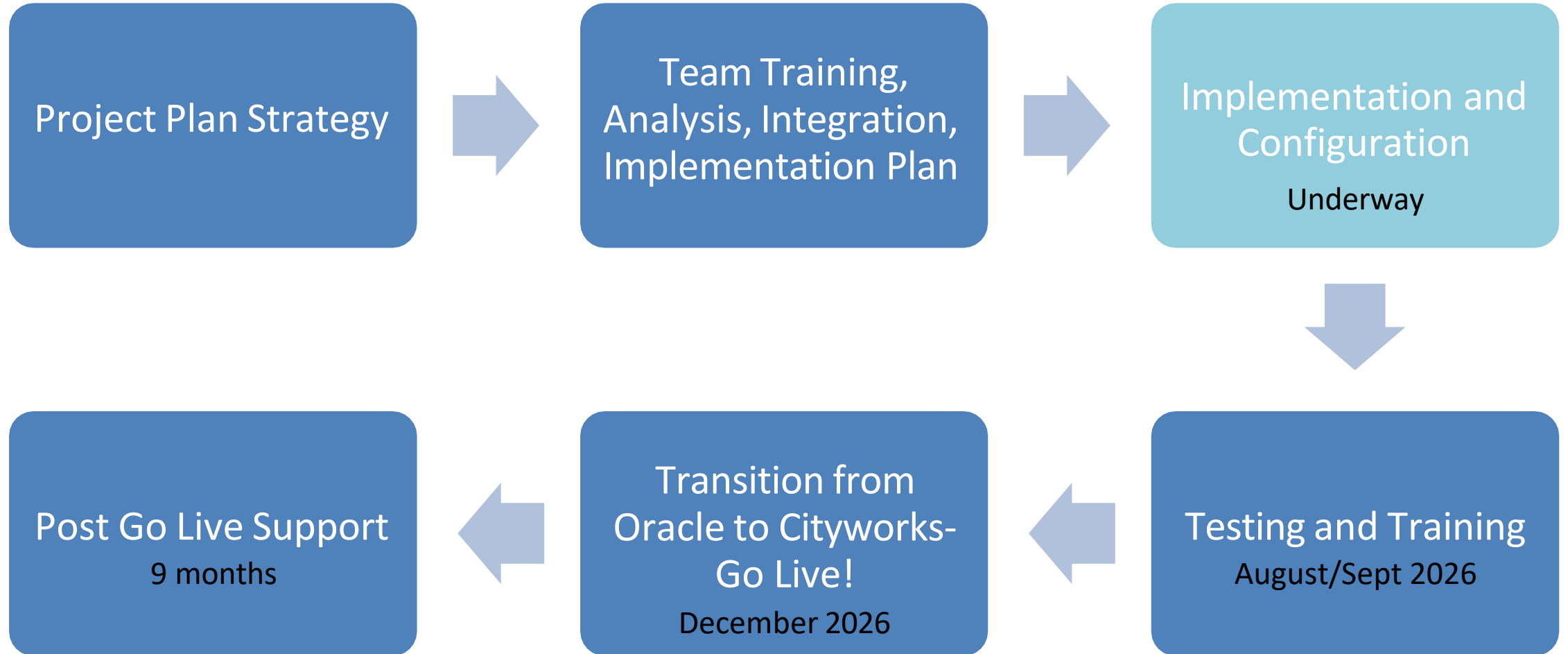
## Status: Ongoing

- Manage customer relationship with online portal and dashboards
- Improve data management through integrating GIS and file storage
- Improve internal workflow by tracking review status and online plan review
- Integrate invoicing, monitoring of aging receivables

The screenshot displays the Cityworks Respond dashboard for 'Adopt-a-Creek Permit Dashboard'. The interface includes a navigation menu on the left and a main content area with several data tables and a map.

- New Permit Applications:** A table with columns for Case Number, Case Type Description, Case Name, and Location. It lists several 'Adopt-a-Creek Permit' entries with case numbers like AAC25-00111, AAC25-00110, AAC25-00109, AAC25-00108, and AAC25-00073. A search bar and pagination (1-5 of 10) are present.
- Permit Applications - Resubmittal Required:** A table with the same columns as above, showing one entry with case number AAC25-00038. It includes a search bar and pagination (1-1 of 1).
- Site Visits to Complete:** A section indicating 'No records found' with buttons for 'Open Task(s)' and 'Show Task(s) on Map'.
- Site Visits to Complete (Map):** A map showing North America, Europe, and Africa. It includes zoom controls and a scale bar (15,000 km / 2,000 mi). The map is powered by Earthstar Geographics.
- Permit Applications Under Review:** A table with the same columns as above, showing one entry with case number AAC25-00070.
- Permits Pending Issuance:** A section indicating 'No records found'.

# Cityworks Implementation Schedule



# Key Next Steps

- WRPM Revision: FY27 Q2
- Cityworks implementation project Go Live: FY27 Q2
- **Audit recommendations fully implemented: FY27 Q2**

# QUESTIONS



All remaining slides from this point on are back-up slides.

The Community Project Review Unit receives, reviews, and responds to external land development projects, studies, and plans to protect Valley Water assets and minimize impacts to water supply, flood protection, and environmental stewardship through implementation of the Water Resources Protection Ordinance.

# CPRU Core Processes

## Seven Core Processes

Information Request

Early Consult

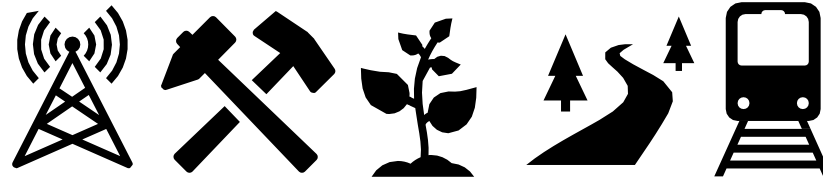
Technical Peer Review

Encroachment Permits

Violations

Agreements\*

Land Rights Transactions\*\*



\* Lands Management

\*\* Real Estate Services

# Implementation Progress

## FY 2023

- Streamlined standard permits and associated CEQA review.
- Completed workflow mapping for seven core processes, identified IT upgrade requirements (Cityworks).
- Launched Cityworks Implementer procurement process
- Created a Billing Process and Policy to address financial controls.
- Updated permit forms and increased webpage visibility.

# Implementation Progress

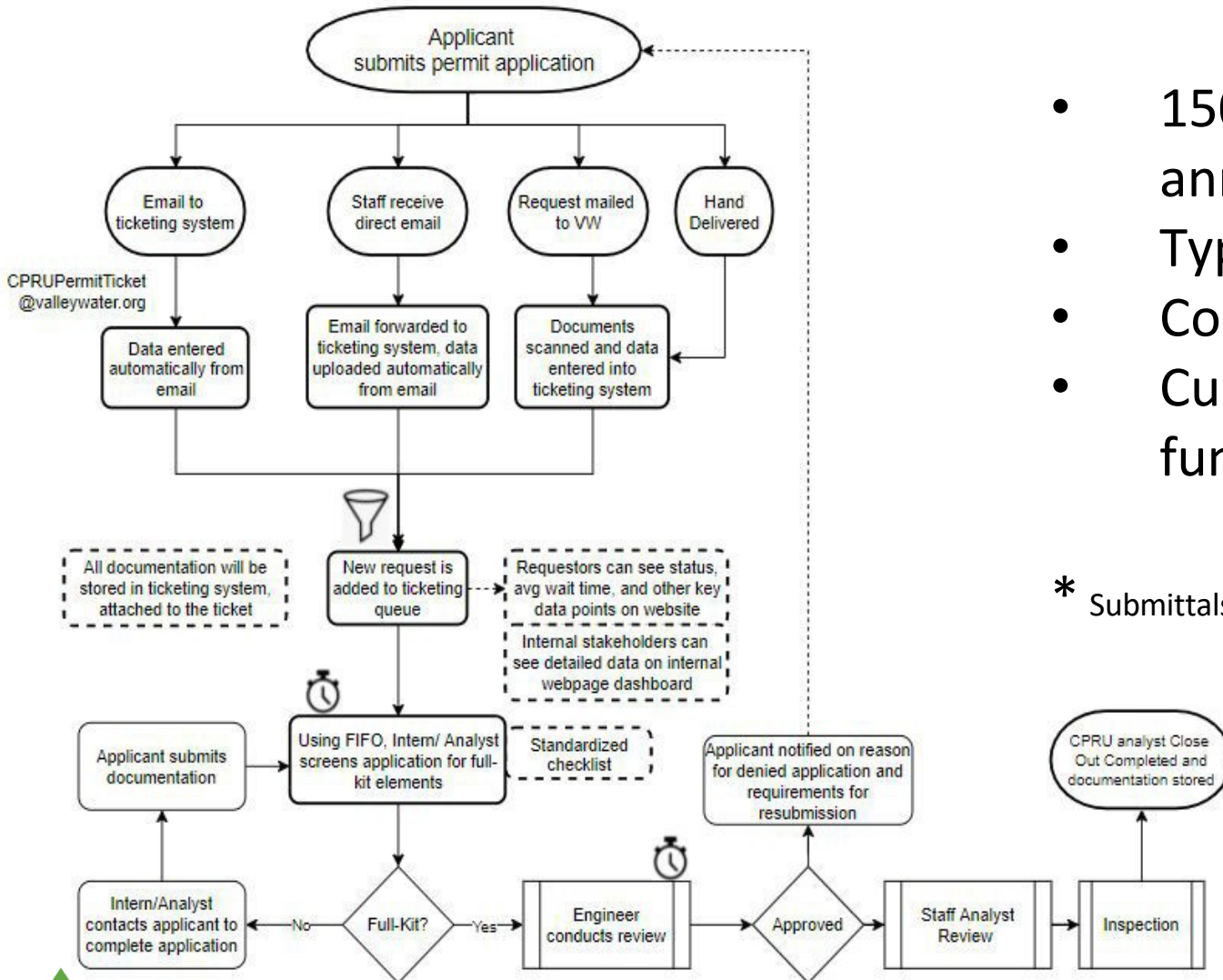
## FY 2024

- Realignment with Real Estate and Land Management Functions
- Finalized Cityworks Implementation contract, project kick-off

## FY 2025

- Significant progress on Cityworks implementation – on schedule
- Updated fees
- Revised Water Resources Protection Ordinance

# Need for IT Upgrades



- 150 encroachment permits issued annually (1600 submittals \*)
- Typical processing time = 12 wks
- Complex projects = more than 1 yr
- Current database has limited functionality

\* Submittals includes permit resubmittals and non-permit requests

# Need for IT Upgrades

## Major Development Projects

- Lengthy negotiations to minimize impact to Valley Water
- Public/private partnerships
- Complex land rights transactions
- Require CEO/Board approval

## Examples

- Google West Channel Enhancement Project
- Caltrain Bridge over Guadalupe Reach 6



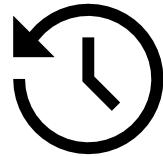
# Cityworks PLL

The leading GIS-centric solution for permitting, licensing and land management—designed to simplify workflows for customers and staff.



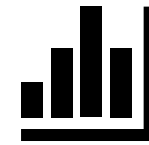
## Customer Convenience

Let residents, contractors and others submit and track applications online with a user-friendly portal.



## Increased Productivity

Configure templates and inboxes to help predict daily tasks and simplify processes.



## Data-Driven Decisions

Use dashboards, analytics and maps to visualize data, get insights and create accurate reports.

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