

CEO BULLETIN



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

Weeks of August 20 – September 9, 2021

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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1. Access Valley Water Goes Live on the Salesforce Platform

Access Valley Water (AVW), a critical tool for responding to questions, concerns and requests from the community, has completed a major upgrade.

Access Valley Water is our public customer service request system that is used more than 2,000 times a year by community members to inquire about water waste, homeless encampments along creeks, debris and vegetation in creeks, and to report graffiti. Valley Water uses AVW to manage, track and respond to those cases, as well as cases created by employees who log requests on behalf of a member of the public.

The previous outdated version of AVW was created in 2006 and could not provide the functionality needed for a modern Customer Relations Management system. The new customer relations tool is cloud-hosted, mobile-friendly, powered by Salesforce, and launched on August 23, 2021. The upgraded AVW has a modern, public-facing portal, is easy to use on a computer, Android or Apple mobile devices, and integrates with Valley Water's project management systems. An updated library of FAQs and information articles is easily accessible on both the web version and mobile app, with the goal of answering common questions first, before a user submits a request.

Visit <http://access.valleywater.org> to get started.

For further information, please contact Mike Cook at (408) 630-2347.

2. Multi-Factor Authentication Improves Valley Water's Cybersecurity

As part of ongoing efforts to improve cybersecurity, Valley Water has recently completed the rollout of Multi-Factor Authentication for all staff, temporary employees, interns and contractors who access Valley Water systems. This method for logging into a computer or system uses a username, password and another piece of evidence such as inserting a physical USB key or by acknowledging a popup on your cell phone to gain access. This additional authentication step significantly reduces the risk of a compromised, guessed, or hacked password resulting in a cybersecurity incident such as those experienced by several other water agencies in the last year. This new technology is enabled for all remotely-accessible systems including VPN (Virtual Private Network) and Email.

For further information, please contact Mike Cook at (408) 630-2347.

3. National Marine Fisheries Service Agreement

On August 16th, 2021, Valley Water entered into a 5-year agreement with National Marine Fisheries Service (NMFS) for qualified staffing resources. The agreement provides for the equivalent of 1.5 full time persons to conduct the review and evaluation of Valley Water projects and applications and to provide other technical assistance. As with other staffing agreements that Valley Water has entered into for state and federal agency staffing, this agreement will provide dedicated staff person(s) that will work exclusively on Valley Water permit applications and other projects as requested and prioritized by Valley Water.

Valley Water has identified several projects that will benefit from this enhanced level of service, including Anderson Dam Seismic Retrofit, Fisheries and Aquatic Habitat Collaborative Effort and Stream Maintenance Program. The agreement includes performance metrics for expedited services that Valley Water believes will aid in meeting critical project timelines. The agreement also allows for consultation on existing programs and operations to ensure regulatory compliance.

Funding for the first year of this agreement was included in project budgets reviewed and adopted by the Board for Fiscal Year 2022. The agreement allows Valley Water to terminate at any time during the 5-year term.

For further information, please contact Jennifer Codianne at (408) 630-3876.

4. Safe, Clean Water Grant Closeout: Grassroots Ecology's Peninsula/South Bay Watershed Forum Project

In Fiscal Year 2019, Valley Water awarded Grassroots Ecology a \$5,000 Safe, Clean Water Program D3 Wildlife Habitat Restoration Mini-Grant for their Peninsula/South Bay Watershed Forum Project (Project). Grassroots Ecology completed the Project in April 2021 and submitted the final invoice items on June 28, 2021, allowing for grant closeout.

Grassroots Ecology is a non-profit organization that provides education and engagement to the public regarding restoration of public lands and waters across Santa Clara County. The mini-grant provided funding for Grassroots Ecology to host educational forums in Palo Alto, Alviso, the Guadalupe River Parks Conservancy building in San Jose, as well as virtual sessions for local groups and community members to learn about watershed stewardship.

Each forum featured a guest speaker who presented on an environmental topic of local interest, followed by round table discussions and networking opportunities. Of 280 participants, 181 participants who attended these forums lived or worked in Santa Clara County. The topics included restoration efforts of the San Francisco Bay, sea level rise along the South Bay Shoreline, local environmental leadership, and restoration of anadromous fish. The Project offered a way for local groups to connect and become engaged with watershed-related issues in the region.

Key Outcomes:

- Conducted five Watershed Forum meetings and engaged a total of 280 participants where 65% of participants were listed as living or working in Santa Clara County while 35% did not disclose that information.
- Engaged 16 speakers from local agencies, non-profit organizations, schools and community groups at the meetings.
- Maintained an email distribution list with 253 members to post updates and announcements on local watershed issues.
- Conducted participant surveys that listed 66% of participants who were concerned about impacts of homelessness on local waterways and 33% of participants who were interested in learning more about stream habitat for fish and fish barriers.

For further information, please contact Marta Lugo at (408) 630-2237.

5. Valley Water Hosts Virtual Meeting on Rinconada Water Treatment Plant's Construction Projects

On August 18, 2021, Valley Water hosted a virtual public meeting to inform the neighborhood about the upcoming start of construction on the Site Restoration and Remedial Residuals projects at the Rinconada Water Treatment Plant in Los Gatos.

The meeting was livestreamed and 17 people joined via Zoom and Facebook Live. Valley Water Director Nai Hsueh attended the meeting and provided closing remarks. Following the PowerPoint presentation, Valley Water addressed questions related to truck traffic, the safety of students from the nearby Rolling Hills Middle School, noise and dust concerns. Valley Water also provided some insight into the larger Reliability Improvement Project and its timeline. Attendees were encouraged to contact the project's neighborhood liaison with further questions or concerns.

A recording of the virtual meeting and presentation will be available on the project's webpage: www.valleywater.org/project-updates/rinconada-water-treatment-plant-reliability-improvement.

For further information, please contact Rachael Gibson at (408) 781-4739.

6. Water Management Agreements Executed in August 2021.

Pursuant to EL-5.1.6 and EL-5.3.3, the Valley Water CEO is required to inform the Board on a timely basis when imported water management agreements are executed. The imported water management agreement executed in August 2021 is listed below:

- August 16, 2021 - Water Exchange Agreement (#A4511W) between Oak Flat Water District and Valley Water: Provides for an unbalanced exchange of State Water Project (SWP) supplies between Oak Flat and Valley Water. Oak Flat requested assistance for a small amount of water (200 AF) in return for a greater amount of water (300 AF) delivered to Valley Water prior to 2026 as well as payment of \$300/AF to Valley Water. Valley Water provided assistance because Oak Flat is in great need and is a State Water Project contractor partner, the quantity exchanged is small, and the agreement includes necessary and commensurate compensation.

For further information, please contact Vincent Gin at (408) 630-2633.
