

To: Board of Directors  
From: Norma J. Camacho, CEO

## Chief Executive Officer Bulletin Week of November 23 - 29, 2018

### 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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### Supporting the District's Needs with a 3-Year IT Strategic Plan

The Information Technology Division (ITD) is in the process of developing a 3-Year IT Strategic Plan to better meet the District's needs. With extensive engagement of staff throughout the District, ITD completed Phase 1 to define the Strategic Direction. Key outputs include:

1. IT Vision: People, Process, and Technology work seamlessly together to serve our community.
2. IT Purpose/Mission: Through partnership, innovation, and operational excellence, ITD delivers effective technology solutions to support Districtwide operations.

Priority Areas of focus for the next three (3) years:

- Data and analytics
- Modernization – systems, tools, and processes
- Partnerships and districtwide alignment
- ITD Performance

Phase 2, which defines the Technical Strategy (Future State IT, projects, roadmaps, and success metrics to achieve the strategic direction), is in progress. Phase 2 is guided by a 12-member committee comprised of IT and business staff. The Phase 2 consultant, Excergy, interviewed the Executive Management Team and held collaborative design workshops with several dozen staff in mid-November 2018. In addition to providing details for the strategy and roadmap, these workshops have enabled the district to identify some immediate opportunities for collaboration

and improvement.

The Draft Strategic Plan is expected mid to late December 2018 and the final plan is expected at the end of January 2019. Presentations to the Executive Management Team, Management Leadership Team and Board are expected in February 2019.

For further information, please contact Tina Yoke at (408) 630-2385.

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### **Emergency Shutdown of Penitencia Treatment Plant**

Around 7:00 PM on Wednesday, November 21, 2018, the Penitencia Water Treatment Plant (PWTP) experienced an outage resulting in loss of power to the monitoring and control screens of the facility. Out of abundance of caution, the district redirected supply to the East Pipeline through the Santa Teresa Facility and shutdown the PWTP to troubleshoot and fix the issues. The district identified the issue to be a defective Uninterruptible Power Supply (UPS) and was able to replace it and bring back the facilities on line by 1:45 am on November 22, 2018.

The UPS systems at the PWTP are due to be replaced and the district will be replacing them in the coming months, as well evaluating options for boosting the reliability of the back-up power systems. The district would like to acknowledge staff's hard work and dedication to bring PWTP back on-line by working late hours into the early morning of the Thanksgiving holiday.

For further information, please contact Bhavani Yerrapotu at (408) 630-2735 or Aaron Baker at (408) 630-2135.

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### **Update on City of Palo Alto Council Meeting held on November 19, 2018.**

At the November 19, 2018, City of Palo Alto (Palo Alto) Council meeting, Staff from Palo Alto, City of Mountain View (Mountain View), and district presented information regarding recycled water expansion and other water reuse opportunities in Palo Alto; including an update on discussions regarding a Comprehensive Agreement between Palo Alto and the District. Palo Alto Council (Council) stated their interest in Direct Potable Reuse (DPR) over Indirect Potable Reuse (IPR) or continued expansion of Non-Potable Reuse (NPR) in the Palo Alto service area. Mountain View, in turn, reaffirmed their interest in the construction of a local one (1) to two (2) million gallons per day (MGD) Advance Water Purification Facility (AWPF) at the Regional Water Quality Control Plant (RWQCP) in order to expand NPR in Mountain View.

Regarding a partnership for the larger regional AWPF, the Council prefers building a regional facility in Palo Alto and agreed that a 40-year term for a Comprehensive Agreement was too long. The Council also voiced some concern over the proposed compensation from the district for providing nine (9) MGD of treated effluent. They asked the district to evaluate escalation factors other than the Consumer Price Index for unit pricing of treated effluent transferred to a future district regional AWPF. These topics will be discussed at the December 4, 2018, Joint Recycled Water Committee meeting with Palo Alto.

For further information, please contact Garth Hall at (408) 630-2750.

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## Youth Commission Survey

In order to better engage and serve the Youth Commissioners, the district, in early November, polled members of the Commission to gain better insight on how the district can best support the Youth Commission. 15 of the 19 members of the Youth Commission responded to the survey (a 79% response rate).

The survey sought answers to questions regarding:

- the direction the Commissioners wanted the Youth Commission to go;
- the manner in which the current Commission was, or was not, working for them and what they would do differently;
- the benefits the commissioners expected from their involvement in the Commission;
- the contributions they hoped to make to their communities by virtue of their membership on the Commission;
- how the commissioners would work within the Commission; and
- what would be the best methods to engage their schoolmates in water-related activities.

The survey identified three (3) top priorities for the commissioners:

1. Educating the public on water issues (93%)
2. Community projects (87%)
3. Making recommendations to the district board on water policy (60%)

In terms of personal expectations from those serving on the Commission, *connections* were the top choice at 93%; *experiences* were next at 86%, and *knowledge* followed at 64%.

14 out of the 15 respondents indicated interest in working on a work group within the commission.

In terms or areas of improvements, respondents asked for:

- more bonding opportunities;
- more clarity and decisiveness on topics that are going to be focused on;
- more interesting meetings;
- more meetings;
- relaxing a few procedures so as to minimize stiffness during meetings;
- incorporating more hands-on activities;
- the use of online platforms, like Poll Everywhere, to allow shy members to participate in meetings;
- varied food choices such as better gluten free options; and
- varying meetings locations and asking for meetings closer to Sunnyvale

The survey results will be formally presented to the Youth Commission at its regular meeting on November 28, 2018, so that the Commissioners can determine which options the district will assist with implementing.

For further information, please contact Rick Callender at (408) 630-2017.

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