

# CEO BULLETIN



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

Week of January 3 – January 9, 2020

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>5</u>	<b><u>LeZotte and Santos</u> Chairperson LeZotte and Director Santos requested that staff investigate SJPD's non-response to a 12/20/19 traffic incident adjacent to the PWTP, and provide the Board written information on how such an incident should have been addressed, given its proximity to the WTP. I-19-0025</b>

## **1. Completion of the sale of the surplus property located at 110 South Sunset Avenue, San Jose, CA 95116**

On December 31, 2019, escrow was closed on the sale of the surplus property located at 110 South Sunset Avenue in San Jose and the deed was recorded conveying the surplus property to the buyer. Valley Water met the buyer on site and delivered the keys after a walk-through of the property. Valley Water deposited the escrow check in the amount of \$527,000, representing the balance due on the sale price of \$573,000, into Valley Water's accounts receivable. The sale of the surplus property at located at 110 South Sunset Avenue in San Jose has been completed.

For further information, please contact Ngoc Nguyen at (408) 630-2632.

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## **2. Headquarters' Cafeteria Receives a Refresh to Become a Multi-Functional Space**

Valley Water has been working hard planning a refresh to the Headquarters Cafeteria. The Almaden Campus continues to increasingly need more meeting space and areas for staff to collaborate

outside of their personal workstations.

During the annual year-end cafeteria shutdown, Facilities Management took this time to refresh the dining area of the cafeteria. This dining area serves not only employees, but also Board Members and external agencies visiting our campus.

This exciting project included:

- cleaning and polishing the existing tile
- replacing the carpeting in the dining area with new tile to complement the existing tile
- painting the walls to include accent walls that coordinate with Valley Water's new re-branding effort, and
- installing a new video screen wall to display Valley Water photos and other important business communications.

In addition to the already exciting changes over the past few weeks, Valley Water will be replacing the furniture in the upcoming weeks that promote a more collaborative and comforting environment. The furniture will have power ports for staff and visitors to plug in electronic devices; and the video wall will not only display Valley Water photos and business communications, but also provide staff the ability to display presentations to the video wall for events and meetings.

This furniture will not only be a refresh for the space, but will also help transform the cafeteria seating area into a multi-functional space; allowing the room to also be used for larger meetings, breakout sessions among multidisciplinary groups, and hosting events.

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

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### **3. Valley Water to Attend Annual State-wide CUPA (Certified Unified Program Agencies) Conference**

Valley Water will attend the annual state-wide CUPA (Certified Unified Program Agencies) Conference that will be held in Burlingame in early February 2020.

Certified Unified Program Agencies, or CUPAs, are local regulatory agencies that are certified by the Secretary of the California Environmental Protection Agency (CalEPA) to implement the CalEPA Unified Program elements in the CUPA's jurisdiction. The CalEPA Unified Program consolidates, coordinates, and makes consistent the administrative requirements, permits, inspections, and enforcement activities for the following six environmental programs in California, of which Valley Water is subject to:

1. Hazardous Materials Release Response Plans and Inventories
2. CA Accidental Release Prevention Program
3. Underground Storage Tank Program
4. Aboveground Petroleum Storage Act
5. Hazardous Waste Generator and On-site Hazardous Waste Treatment (Tiered Permitting) Programs, and
6. California Uniform Fire Code: Hazardous Materials Management Plans, and Hazardous Materials Inventory Statements

This week-long conference is attended by approximately 800-900 personnel from agencies such as fire departments, county health departments, and various other regulatory agencies. Private industry and other local government agencies also attend this annual conference. Attending this

conference is beneficial for Valley Water to learn about regulatory updates and trends as well as foster opportunities to interact, in a learning environment, with Valley Water's regulatory agencies. The conference also provides networking and learning opportunities to gain insight into recently developed best management practices within the industry.

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

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**4. Kremen**

**Provide Director Kremen with all District 7 Access Valley Water comments for the last 24 months.**

**I-19-0022**

A spreadsheet listing of all Access Valley Water (AVW) comments and inquiries collected from December 1, 2017 through December 17, 2019; totaling about 4,232 was emailed to Director Kremen and included the information below.

AVW, a Comcate customer management (CRM) system, is not designed to capture and categorize comments by regions, cities or districts. Also, users of AVW have the option to remain anonymous when submitting a comment/inquiry regarding the following: *Request Service, Request Information, Give Compliment, File Complaint, Ask Question, Make Suggestion, Request Meeting, Other, Mobile, Report Water Waste Issue, Request Speaker*. There are instances when users of AVW do not identify what area they are referencing or leave contact information. As a result, Valley Water is not always able to provide a direct response to the AVW user.

AVW is currently categorized by 79 topics and each could have 1 to 13 subtopics. Valley Water staff are tasked to respond or direct the AVW case to the appropriate subject matter expert. For example, a creek maintenance inquiry would route to Valley Water staff in Watersheds Field Operations and depending on the location of the watershed referenced, a specific staff member will be identified to respond to the case. In some instances, Valley Water staff will call the requestor directly to answer their question or get additional information. Once a response has been made, the AVW case is closed.

Valley Water is aware of the limitations of AVW and is currently in negotiations with the highest ranked firm as part of our Request for Proposal for selection of a new CRM system.

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

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**5. LeZotte and Santos**

**Chairperson LeZotte and Director Santos requested that staff investigate SJPd's non-response to a 12/20/19 traffic incident adjacent to the Penitencia Water Treatment Plant and provide the Board written information on how such an incident should have been addressed, given its proximity to the water treatment plant.**

**I-19-0025**

Valley Water has investigated San Jose Police Department's (SJPd) non-response to a December 20, 2019, solo vehicle traffic accident adjacent to the Penitencia Water Treatment Plant (Plant) and has the following report:

It was confirmed that a SJPd police officer was responding to Valley Water's call for service, but while in route to the call the responding police officer was diverted to a higher priority call for service. At that point, Valley Water's call for service was not acted upon.

Due to the nature of Valley Water's call for service, SJPD rightfully deemed the call lower priority. The facts of the call support this classification as there was minimal property damage, the driver and vehicle left the scene, there was no bodily injury and there was not the potential for harm or additional property damage to occur, see calls for service classifications below.

There are four (4) levels of SJPD service calls ([sjpd.org/faq.html](http://sjpd.org/faq.html)):

- Priority One (1) calls indicate an event of immediate potential for imminent danger to life or property.
- Priority Two (2) calls are indicative of events that have occurred and the suspect may be near but is no longer at the scene and/or no imminent threat exists to life or property.
- Priority Three (3) calls are non-emergencies where there is property damage or the potential for it to occur. A police report may be requested or required.
- Priority Four (4) calls are non-emergencies where there is no present or potential damage to property and suspect is gone.

As such, it appears that the call for service was handled per procedure, based on SJPD's classification protocol. If the accident had actually occurred at the Plant's perimeter fence, Valley Water Security would have asked for a higher level of priority call for service. A written report of the accident was filed with SJPD.

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

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