

# CEO BULLETIN



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

Week of January 31 – February 6, 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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## 1. Industry Benchmark - Valley Water Occupational Illness and Injury Rates

Every calendar year, Valley Water calculates the three-year average of their occupational injury and illness incidence rates and benchmarks that data with the national average rates for organizations within the same industry. The national rates are compiled by the Bureau of Labor Statistics (BLS) through its annual Survey of Occupational Injuries and Illnesses. The latest BLS data published is for calendar year 2018; therefore, the incidence rates calculated for the three-year data comparisons are for calendar years 2016 through 2018.

The three metrics calculated for comparison are:

1. Total Recordable Case rate, which are injuries/illnesses that require medical treatment beyond Cal/OSHA's enumerated first-aid treatments,
2. Lost Workday Case rate, which are experienced when an employee is directed by a physician to take one or more days off from work, other than the day of injury or illness, and
3. Days Away Restricted Transfer or DART rate, which are total cases with days away from work, combined with cases experiencing job transfers or work restrictions.

To allow for this comparison, The North American Industry Classification System (NAICS) is the standard used by the BLS in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical occupational injury and illness data. Valley Water's NAICS code is 221310 - Water Supply and Irrigation Systems, which is comprised of establishments primarily engaged in operating water treatment plants and/or operating water supply systems. The water supply system may include pumping stations, aqueducts, and/or distribution mains. The water may be used for drinking, irrigation, or other uses.

As indicated below, Valley Water's performance shows rates better than industry average in all three occupational illness and injury metrics compared:

Total Recordable Case Rate:

BLS Data 3-YEAR AVG. – 3.90

Valley Water 3-YEAR AVG. – 2.72; <1.18 (Better)

Lost Workday Case Rate:

BLS Data 3-YEAR AVG. – 1.90

Valley Water 3-YEAR AVG. – 0.30; <1.60 (Better)

DART Rate:

BLS Data 3-YEAR AVG. – 2.47

3-YEAR AVG. – 0.89; <1.58 (Better)

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

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#### **4. Flood Emergency Action Plans Posted on Valleywater.org**

On January 31, 2020, Emergency Services and Security posted online versions of the Emergency Action Plans (EAPs) for Floods. These EAPs are public versions with redacted information regarding protected data, such as, personnel home contact information and critical material and equipment locations. The posted EAPs include the Joint EAP with City of San Jose, San Francisquito Creek EAP, West Little Llagas Creek EAP, and the Uvas EAP. The Board of Directors requested these EAPs be posted online, which was supported by the Chief Operating Officer of Watersheds, Melanie Richardson, and the Chief Operating Officer of Information Technology and Administrative Services, Tina Yoke. These EAPs include inundation maps, roles and responsibilities between Valley Water and local jurisdictions, and coordination and communication guidance during a potential or actual flood scenario.

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

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#### **5. Joint Emergency Action Plan (EAP) Tabletop Exercise**

On January 16, 2020, Emergency Services and Security hosted a Joint Emergency Action Plan (EAP) Tabletop Exercise that included Valley Water and City of San Jose. Prior to this exercise, Valley Water conducted an internal training on the Joint EAP and participated in a Field Drill with San Jose at Ross Creek and Cherry Avenue. The Tabletop Exercise focused on an evolving storm/flooding scenario where coordination and communication capabilities were discussed between agencies. This exercise was very productive in identifying communication flows from the field, to Department Operations Center (DOC)/Emergency Operations Center (EOC), and between agencies as well. Also prevalent were the clear identification of different roles and responsibilities between agencies. Executive representation during the exercise included Tina Yoke, Valley Water Information Technology and Administrative Services Chief, and Kip Harkness, Deputy City Manager for San Jose. With the presence of Yoke and Harkness, Valley Water and the City of San Jose were very engaged and open to discuss current operations and future needs.

Some key takeaways from this exercise included the following:

- Need to further determine coordination needs between DOC and EOC operations, and how they communicate during an incident.
- Need to explore operational cross-training opportunities between Valley Water and San

- Jose to better understand creek and reservoir dynamics, and potential impacts to residents
- Need to explore if Valley Water and San Jose field personnel should or should not be cross-trained to support and share Field Information Team (FIT) assessment responsibilities between agencies. Field staff would include Valley Water's FIT within Watersheds and San Jose Public Works FIT.
- Common messaging detailed in the Joint EAP needs to be reviewed and potentially updated by San Jose and Valley Water Public Information Officers (PIO).
- Valley Water and San Jose need to continue efforts to share mapping files prior to and during storm/flooding incidents.
- Both agencies need to further discuss the need and utilization of Agency Representatives or Liaisons in the EOCs during these incidents. Subject Matter Experts as Liaisons to both San Jose and Valley Water EOC were discussed in detail during the exercise.

Valley Water is developing an After Action Plan which will include improvement opportunities for the Joint EAP, as well as Valley Water and City of San Jose operations.

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

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