

Meeting Date: January 24, 2018  
Staff Contact: Frank Roth, Senior Policy Manager

**TITLE: C-18-1 – FY2018 First Quarter Performance Indicator Report**

**ACTION: Receipt be Noted**

**SUMMARY:**

The First Quarter Performance Report provides a snapshot utility performance. The Scorecard Indicators are categorized by Level of Service areas. The Scorecard Indicators are developed through benchmarking and performance assessments to identify performance gaps and to establish targets to address the gaps. The Scorecard Indicators Targets are linked to performance benchmarking, the Goals and Objectives, Customer Opinion Survey responses, and Effective Utility Management. The purpose of this report is to provide a one-page snapshot of the utility's performance so that stakeholders can easily gauge how the utility is performing in these Level of Service areas which is consistent with feedback received through the Customer Conversation forums.

The report identifies the fiscal year-to-date performance compared to the established target. A status of each indicator is provided in three categories: target achieved, work in progress, or target not met. Below is a summary status of the 22 Scorecard Indicators.

Summary Status

On Target / Target Achieved	Work in Progress / Below Target	Target Not Met
17 of 22	5 of 22	0 of 22

**FISCAL IMPACT:**

None

## Quarterly Performance Indicators FY18 1st Quarter Scorecard

Level of Service Area	Indicator	FY18 1Q Actual	FY18 Target	Status
<b>Regulatory</b>	Number of Permit Excursions	0	<= 5	▲
	Reported Overflows	4	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	85% Permitted Industrial Users 87% Food Service Est. 99% Dental Offices	87% Permitted Industrial Users 87% Food Service Est. 87% Dental Office	▲
<b>Reliability</b>	Facility Planned Maintenance Ratios	63% ground water 52% surface water 70% water reclamation	66% ground water 55% surface water 60% water reclamation	■
	Leak Detection Leaks Located / GPY Water Loss Reduction	180 miles surveyed 384 miles monitored 20 leaks found 20 MGY water loss reduced	650 miles surveyed 2,200 miles monitored > 80 leaks found 105 MGY water loss reduced	▲
	Miles of Small Diameter Sewer Line Cleaned	147	Btw. 400 to 600 miles	▲
	Miles of Sewer Line Televised	7.4	Btw. 20 to 30 miles	■
	Injury Time	818 hours	< 2,700 hours	■
	<b>Quality</b>	Water Quality Complaints Rate (per 1,000 customers)	1.9	< 3
% of Biosolids to Compost		80%	> 30%	▲
Renewable Energy		18% Bio Gas 7% Solar	20% Bio Gas 5% Solar	■
Water Consumption		3.3 BGY GW 6.9 BGY SW	< 18 BGY GW > 16 BGY SW	▲
<b>Customer Service</b>	Wait Time (minutes)	0:39 minutes	< 2 minutes	▲
	Contact Time (minutes)	3:44 minutes	< 4 minutes	▲
	Abandoned Call Ratio	3%	<8%	▲
	First Call Resolution	98%	> 90%	▲
	Bill Exception Rate (per 10,000 Bills)	9	<= 8	■
<b>Finance</b>	Rehabilitation Spending	\$14 million	\$53 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	50% Planned 50% Emergency	50% Planned 50% Emergency	▲
	Cash Reserves (Days)	293 days	Btw. 90-179 days	▲
	Revenue to Expenditures	106%	> 100%	▲
	Expenditures to Budget	95%	< 100%	▲

### Performance Key

▲ On Target/Target Achieved     
 ■ Work in Progress / Below Target     
 ▼ Target Not Met