



Meeting Date: March 17, 2021

Staff Contact: Elizabeth Anderson, P.E., Chief Planning Officer

**TITLE: C-21-4 – FY2021 Second Quarter Performance Indicator Report**

**ACTION: Recommend Receipt Noted**

**SUMMARY:**

The Quarterly Performance Report provides a snapshot of 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 performance 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 the feedback received through the Customer Conversation forums on reporting preferences.

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. The following page shows the actual and target performance for all 22 indicators.

Summary Status

On Target / Target Achieved	Work in Progress / Below Target	Target Not Met
13 of 22	9 of 22	0 of 22

**FISCAL IMPACT:**

None

## Quarterly Performance Indicators FY21 2nd Quarter Scorecard

Level of Service Area	Indicator	FY21 2Q Actual (FY TO DATE)	FY21 Target	Status
Regulatory	Number of Permit Excursions	4	≤ 5	■
	Reported Overflows	4	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	84% Permitted Industrial Users 88% Food Service Est. 95% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% Food Service Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	67% ground water 82% surface water 43% water reclamation	≥ 60% ground water ≥ 60% surface water ≥ 45% water reclamation	■
	Water System Inspection Effectiveness	344 miles surveyed 2,077 miles monitored 24 leaks found 21 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	■
	Miles of Sewer Line Cleaned	208 miles	400 to 600 miles	▲
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	693 miles televised	≥ 695 miles televised	▲
	Injury Time	1,256 hours	< 2,625 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	5.3	< 3	■
	% of Biosolids to Compost	18%	> 30%	■
	Renewable Energy	17% Bio Gas 6% Solar	≥ 20% Bio Gas ≥ 5% Solar	■
	Water Consumption	6 BGY GW 0 BGY SW	< 18 BGY GW > 16 BGY SW	▲
Customer Service	Wait Time (minutes)	0:23 seconds	< 1 minutes	▲
	Contact Time (minutes)	4:14 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	97%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	10	< 8	■
Finance	Rehabilitation Spending	\$33 million	≥ \$61 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	86% Planned 14% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	354 days	≥ 350 days	▲
	Revenue to Expenditures	92%	≥ 100%	▲
	Expenditures to Budget	99%	≤ 100%	▲

### Performance Key

▲  
On Target/Target Achieved

■  
Work in Progress / Below Target

▼  
Target Not Met