

Meeting Date: May 17, 2023
Staff Contact: Elizabeth Anderson, Chief Planning Officer

TITLE: C-23-12 – FY2023 Third 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
18 of 22	3 of 22	1 of 22

FISCAL IMPACT:

None

Quarterly Performance Indicators FY23 3rd Quarter Scorecard

Level of Service Area	Indicator	FY23 3Q Actual (FY TO DATE)	FY23 Target	Status
Regulatory	Number of Permit Excursions	4	≤ 5	▲
	Reported Overflows	18	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	80% Permitted Industrial Users 87% Food Service Est. 99% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% Food Service Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	75% ground water 74% surface water 42% water reclamation	≥ 65% ground water ≥ 65% surface water ≥ 45% water reclamation	▲
	Water System Inspection Effectiveness	536 miles surveyed 1,673 miles monitored 82 leaks found 91.2 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	▲
	Miles of Sewer Line Cleaned	275 miles	400 to 600 miles	▲
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	942 miles televised	≥ 915 miles televised	▲
	Injury Time	2,502 hours	< 2,500 hours	▼
Quality	Water Quality Complaints Rate (per 1,000 customers)	3.7	< 3	■
	% of Biosolids to Compost	27%	> 30%	▲
	Renewable Energy	26% Biogas 10% Solar	≥ 20% Biogas ≥ 5% Solar	▲
	Water Consumption	11.0 BGY GW 6.7 BGY SW	< 18 BGY GW > 16 BGY SW	▲
Customer Service	Wait Time (minutes)	0:32 seconds	< 1 minute	▲
	Contact Time (minutes)	4:24 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	97%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	9	< 8	▲
Finance	Rehabilitation Spending	\$71 million	≥ \$75 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	88% Planned 15% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	419 days	≥ 350 days	▲
	Revenue to Expenses	87%	≥ 100%	▲
	Expenses to Budget	103%	≤ 100%	▲

Performance Key

▲
On Target/Target Achieved

■
Work in Progress / Below Target

▼
Target Not Met