



Meeting Date: May 18, 2022  
Staff Contact: Susan Lander, Controller

**TITLE: C-22-19 – FY2022 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
15 of 22	7 of 22	0 of 22

**FISCAL IMPACT:**

None

# Quarterly Performance Indicators

## FY22 3rd Quarter Scorecard

Level of Service Area	Indicator	FY22 Q3 Actual (FY TO DATE)	FY22 Target	Status
Regulatory	Number of Permit Excursions	7	≤ 5	■
	Reported Overflows	12	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	82% Permitted Industrial Users 89% Food Service Est. 97% Dental Offices	≥ 87% Permitted Industrial Users ≥ 87% Food Service Est. ≥ 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	72% ground water 88% surface water 49% water reclamation	≥ 60% ground water ≥ 60% surface water ≥ 45% water reclamation	▲
	Water System Inspection Effectiveness	677 miles surveyed 1,668 miles monitored 51 leaks found 42 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	■
	Miles of Sewer Line Cleaned	315 miles	400 to 600 miles	▲
	Sewer Line Inspection Effectiveness (CMOM 10 Year Target)	842 miles televised	≥ 820 miles televised	▲
	Injury Time	920 hours	< 2,600 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	3.3	< 3	■
	% of Biosolids to Compost	22%	> 30%	■
	Renewable Energy	21% Bio Gas 10% Solar	≥ 20% Bio Gas ≥ 5% Solar	▲
	Water Consumption	16.0 BGY GW 5.0 BGY SW	< 18 BGY GW > 16 BGY SW	▲
Customer Service	Wait Time (minutes)	0:22 seconds	< 1 minutes	▲
	Contact Time (minutes)	4:15 minutes	< 4 minutes	■
	Abandoned Call Ratio	1%	< 3%	▲
	First Call Resolution	98%	> 95%	▲
	Bill Exception Rate (per 10,000 Bills)	10	< 8	■
Finance	Rehabilitation Spending	\$38 million	≥ \$64 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	88% Planned 12% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	350 days	≥ 350 days	▲
	Revenue to Expenditures	87%	≥ 100%	▲
	Expenditures to Budget	98%	≤ 100%	▲

### Performance Key

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