
Meeting Date: March 22, 2017

Staff Contact: Frank Roth, Senior Policy Manager

TITLE: C-17-4 – FY17 Second Quarter Performance Indicator Report**ACTION: Receipt be Noted****SUMMARY:**

The Second Quarter Performance Report provides a snapshot utility performance. The categories reflect key areas of stakeholder interest and are not broken down by Division or according to Goals and Objectives. 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 are linked to the Performance Plan measures, Customer Opinion Survey responses, and Effective Utility Management attribute measures. 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 key areas.

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 23 Scorecard Indicators.

Summary Status

On Target / Target Achieved	Work in Progress / Below Target	Target Not Met
14 of 23	9 of 23	0 of 23

FISCAL IMPACT:

None

Quarterly Performance Indicators FY17 2nd Quarter Scorecard

Area	Indicator	FY17 2Q Actual	FY17 Target	Status
Customer Service	Wait Time (minutes)	1:38	< 2 minutes	▲
	Contact Time (minutes)	4:08	< 4 minutes	■
	Abandoned Call Ratio	5%	<8%	▲
	First Call Resolution	89%	> 90%	■
	Bill Exception Rate (per 10,000 Bills)	10	< 10	■
	Water Quality Complaints Rate (per 1,000 customers)	3	< 3	■
Operational Maintenance	Estimated Meters	0.2%	< 1%	▲
	Facility Planned Maintenance Ratios	68% ground water 66% surface water 69% water reclamation	65% ground water 50% surface water 50% water reclamation	▲
	Leak Detection Leaks Located / GPY Water Loss Reduction	396 miles surveyed 1,731 miles monitored 38 leaks found 74 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	225	Between 500 to 600 miles	■
	Miles of Sewer Line Televised	18	> 99.6 miles	■
Environment	% of Biosolids to Compost	26%	> 30%	■
	Water Consumption Goal	6.8 BGY GW 9.5 BGY SW	< 18 BGY GW > 16 BGY SW	▲
	Renewable Energy	19% Bio Gas 6% Solar	20% Bio Gas 5% Solar	■
Compliance	Reported Overflows	14	< 45	▲
	Number of Permit Excursions	2	<= 5	▲
	Sewer Use/Wastewater Control Ordinance Compliance	87% Permitted Industrial Users 90% Food Service Est. 99% Dental Offices	87% Permitted Industrial Users 87% Food Service Est. 87% Dental Office	▲
Finance	Rehabilitation Spending	\$80 million	\$50 million	▲
	CIP Emergency vs. Planned Spending	90% Planned 10% Emergency	54% Planned 46% Emergency	▲
	Cash Reserves (Days)	273 days	Between 90-179 days	▲
	Revenue to Expenditures	102%	> 100%	▲
	Expenditures to Budget	104%	< 100%	■
Safety	Injury Time	1,220 hours	< 2,700 hours	▲

Performance Key

▲
On Target/Target Achieved

■
Work in Progress / Below Target

▼
Target Not Met