
Meeting Date: September 19, 2018
Staff Contact: Frank Roth, Senior Policy Manager

TITLE: C-18-31 – FY2018 Fourth Quarter Performance Indicator Report

ACTION: Receipt be Noted

SUMMARY:

The Fourth Quarter 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 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
19 of 22	3 of 22	0 of 22

FISCAL IMPACT:

None

Quarterly Performance Indicators FY18 4th Quarter Scorecard

Level of Service Area	Indicator	FY18 4Q Actual	FY18 Target	Status
Regulatory	Number of Permit Excursions	0	<= 5	▲
	Reported Overflows	34	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	89% Permitted Industrial Users 86% Food Service Est. 96% Dental Offices	87% Permitted Industrial Users 87% Food Service Est. 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	59% ground water 58% surface water 33% water reclamation	66% ground water 55% surface water 30% water reclamation	■
	Leak Detection Leaks Located / GPY Water Loss Reduction	876 miles surveyed 4,261 miles monitored 78 leaks found 68 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	549	Btw. 400 to 600 miles	▲
	Miles of Sewer Line Televised	36	Btw. 20 to 30 miles	▲
	Injury Time	2,220 hours	< 2,700 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	2	< 3	▲
	% of Biosolids to Compost	59%	> 30%	▲
	Renewable Energy	21% Bio Gas 6% Solar	20% Bio Gas 5% Solar	▲
	Water Consumption	10.3 BGY GW 21.1 BGY SW	< 18 BGY GW > 16 BGY SW	▲
Customer Service	Wait Time (minutes)	0:29 minutes	< 2 minutes	▲
	Contact Time (minutes)	3:48 minutes	< 4 minutes	▲
	Abandoned Call Ratio	2%	<8%	▲
	First Call Resolution	98%	> 90%	▲
	Bill Exception Rate (per 10,000 Bills)	8	<= 8	▲
Finance	Rehabilitation Spending	\$75 million	\$56 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	57% Planned 43% Emergency	50% Planned 50% Emergency	▲
	Cash Reserves (Days)	463 days	Btw. 90-179 days	▲
	Revenue to Expenditures	103%	> 100%	▲
	Expenditures to Budget	94%	< 100%	▲

Performance Key

▲
On Target/Target Achieved

■
Work in Progress / Below Target

▼
Target Not Met