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Meeting Date: May 22, 2019  
Staff Contact: Frank Roth, Senior Policy Manager

**TITLE: C-19-20 – FY2019 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
14 of 22	8 of 22	0 of 22

**FISCAL IMPACT:**

None

## Quarterly Performance Indicators FY19 3rd Quarter Scorecard

Level of Service Area	Indicator	FY19 3Q Actual (FY TO DATE)	FY19 Target	Status
Regulatory	Number of Permit Excursions	1	<= 5	▲
	Reported Overflows	23	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	85% Permitted Industrial Users 84% Food Service Est. 94% Dental Offices	87% Permitted Industrial Users 87% Food Service Est. 87% Dental Office	■
Reliability	Facility Planned Maintenance Ratios	58% ground water 61% surface water 40% water reclamation	66% ground water 60% surface water 60% water reclamation	■
	Leak Detection Leaks Located / GPY Water Loss Reduction	552 miles surveyed 3,051 miles monitored 60 leaks found 36 MGY water loss reduced	650 miles surveyed 2,200 miles monitored > 80 leaks found >75 MGY water loss reduced	■
	Miles of Small Diameter Sewer Line Cleaned	318	Btw. 400 to 600 miles	■
	Miles of Sewer Line Televised	40	>100 miles	■
	Injury Time	1,140 hours	< 2,650 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	2.8	< 3	▲
	% of Biosolids to Compost	38%	> 30%	▲
	Renewable Energy	21% Bio Gas 5% Solar	20% Bio Gas 5% Solar	▲
	Water Consumption	9.9 BGY GW 10.6 BGY SW	< 18 BGY GW > 16 BGY SW	▲
Customer Service	Wait Time (minutes)	0:13 seconds	< 2 minutes	▲
	Contact Time (minutes)	3:50 minutes	< 4 minutes	▲
	Abandoned Call Ratio	1%	<8%	▲
	First Call Resolution	98%	> 90%	▲
	Bill Exception Rate (per 10,000 Bills)	12	<= 8	■
Finance	Rehabilitation Spending	\$77 million	\$66 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	35% Planned 65% Emergency	50% Planned 50% Emergency	■
	Cash Reserves (Days)	445 days	Btw. 90-179 days	▲
	Revenue to Expenditures	99%	> 100%	■
	Expenditures to Budget	93%	< 100%	▲

### Performance Key

▲  
On Target/Target Achieved

■  
Work in Progress / Below Target

▼  
Target Not Met