
Meeting Date: August 21, 2019

Staff Contact: Elizabeth Anderson, P.E., Chief Innovation and Performance Manager

TITLE: C-19-28 – FY2019 Fourth 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
17 of 22	2 of 22	3 of 22

FISCAL IMPACT:

None

Quarterly Performance Indicators FY19 4th Quarter Scorecard

Level of Service Area	Indicator	FY19 4Q Actual (FY TO DATE)	FY19 Target	Status
Regulatory	Number of Permit Excursions	3	≤ 5	▲
	Reported Overflows	31	< 40	▲
	Sewer Use/Wastewater Control Ordinance Compliance	86% 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 64% surface water 40% water reclamation	≥ 66% ground water ≥ 60% surface water ≥ 60% water reclamation	▼
	Leak Detection Leaks Located / GPY Water Loss Reduction	734 miles surveyed 4,119 miles monitored 75 leaks found 43 MGY water loss reduced	> 650 miles surveyed > 2,200 miles monitored > 80 leaks found > 75 MGY water loss reduced	■
	Miles of Sewer Line Cleaned	433	400 to 600 miles	▲
	Miles of Sewer Line Televised (CMOM 10 Year Target)	575 miles	≥ 570 miles	▲
	Injury Time	2,004 hours	< 2,650 hours	▲
Quality	Water Quality Complaints Rate (per 1,000 customers)	2.6	< 3	▲
	% of Biosolids to Compost	37%	> 30%	▲
	Renewable Energy	19% Bio Gas 6% Solar	≥ 20% Bio Gas ≥ 5% Solar	■
	Water Consumption	13 BGY GW 16 BGY SW	< 18 BGY GW > 16 BGY SW	▲
Customer Service	Wait Time (minutes)	0:17 seconds	< 2 minutes	▲
	Contact Time (minutes)	3:45 minutes	< 4 minutes	▲
	Abandoned Call Ratio	1%	< 8%	▲
	First Call Resolution	98%	> 90%	▲
	Bill Exception Rate (per 10,000 Bills)	10	≤ 8	▼
Finance	Rehabilitation Spending	\$98 million	≥ \$66 million	▲
	Pipe Infrastructure Emergency vs. Planned Spending	61% Planned 39% Emergency	≥ 50% Planned ≤ 50% Emergency	▲
	Cash Reserves (Days)	494 days	90 to 179 days	▲
	Revenue to Expenditures	100%	≥ 100%	▲
	Expenditures to Budget	93%	≤ 100%	▲

Performance Key

▲
On Target / Target Achieved

■
Work in Progress / Below Target

▼
Target Not Met