

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 /<br>Target Achieved | Work in Progress /<br>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<br>84% Food Service Est.<br>94% Dental Offices              | ≥ 87% Permitted Industrial Users<br>≥ 87% Food Service Est.<br>≥ 87% Dental Office                 | ▼      |
| Reliability               | Facility Planned Maintenance Ratios                        | 58% ground water<br>64% surface water<br>40% water reclamation                             | ≥ 66% ground water<br>≥ 60% surface water<br>≥ 60% water reclamation                               | ▼      |
|                           | Leak Detection Leaks Located / GPY<br>Water Loss Reduction | 734 miles surveyed<br>4,119 miles monitored<br>75 leaks found<br>43 MGY water loss reduced | > 650 miles surveyed<br>> 2,200 miles monitored<br>> 80 leaks found<br>> 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<br>6% Solar  | ≥ 20% Bio Gas<br>≥ 5% Solar  | ■      |
| Water Consumption         |  | 13 BGY GW<br>16 BGY SW   | < 18 BGY GW<br>> 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<br>Emergency vs. Planned Spending      | 61% Planned<br>39% Emergency   | ≥ 50% Planned<br>≤ 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