



# Albuquerque Bernalillo County Water Authority

Albuquerque/Bernalillo  
County  
Government Center  
One Civic Plaza  
Albuquerque, NM 87102

## Legislation Text

---

File #: C-18-38, Version: 1

---

### FY2019 First Quarter Performance Indicator Report

The First 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 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 |
|-----------------------------|---------------------------------|----------------|
| 15 of 22                    | 7 of 22                         | 0 of 22        |

#### **FISCAL IMPACT:**

None