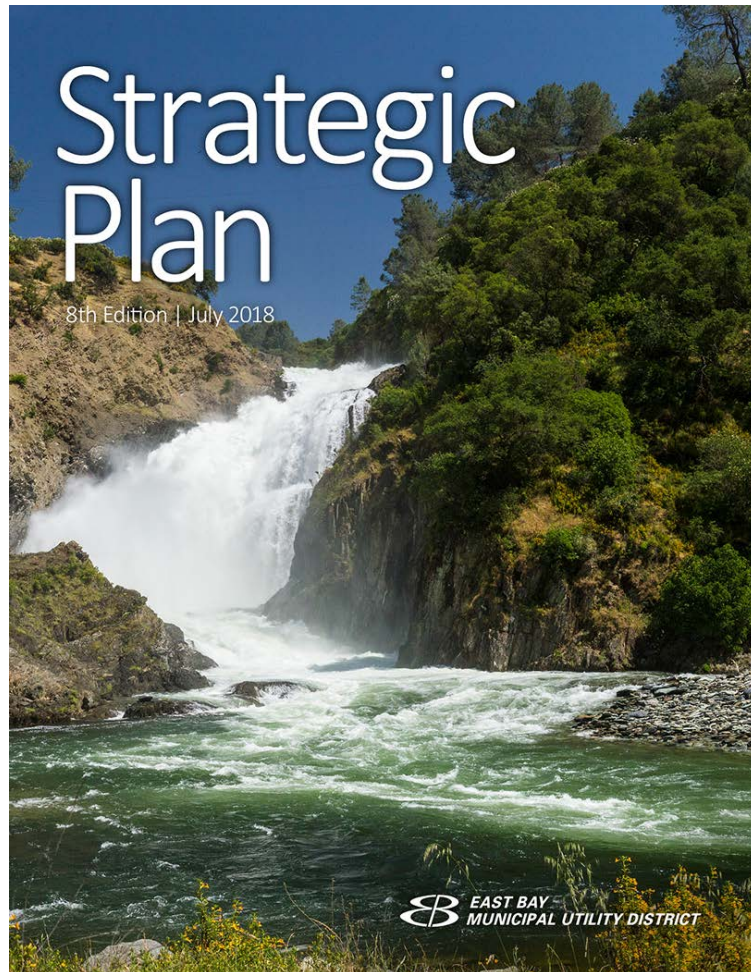


Strategic Plan Key Performance Indicators Fiscal Year 2019

Finance/Administration Committee

November 26, 2019

FY19 Key Performance Indicators



Goals

Long-Term Water Supply:

Ensure a reliable high quality water supply for the future.

Water Quality & Environmental Protection:

Meet or surpass environmental and public health standards and protect public trust values.

Long-Term Infrastructure Investment:

Maintain & improve the District's infrastructure in a cost effective manner to ensure sustainable delivery of reliable, high quality service now and in the future, addressing economic, environmental, and social concerns.

Long-Term Financial Stability:

Manage the District's finances to meet funding needs and maintain fair and reasonable water and wastewater rates.

Customer and Community Services:

Maintain and enhance service excellence through continuous improvement.

Workforce Planning & Development:

Create an environment that attracts, retains and engages a high performing diverse workforce in support of the District's mission and core values.

FY19 KPI Results



++	Target met	58
+	Target not met, but on track	7
--	Target not met	7
n/a	Target/Data not available	1
■	Performance measure only	<u>4</u>
	Total KPIs Tracked	77

KPI Presentation Criteria



- KPIs not met or on track to meet target
- KPI results that changed over the past 5 years
- KPIs of particular interest

Long-Term Water Supply



FY19 Key Performance Indicator	FY19	FY18	FY17	FY16	FY15
Additional Supply by 2040 to Provide 85% Reliability under Design Drought Conditions	+	++	+	++	++
62 MGD of Savings from Conservation Programs & Natural Replacement by 2040	++	++	++	++	++
20 MGD of Recycled Water Capability by 2040	+	+	++	++	+

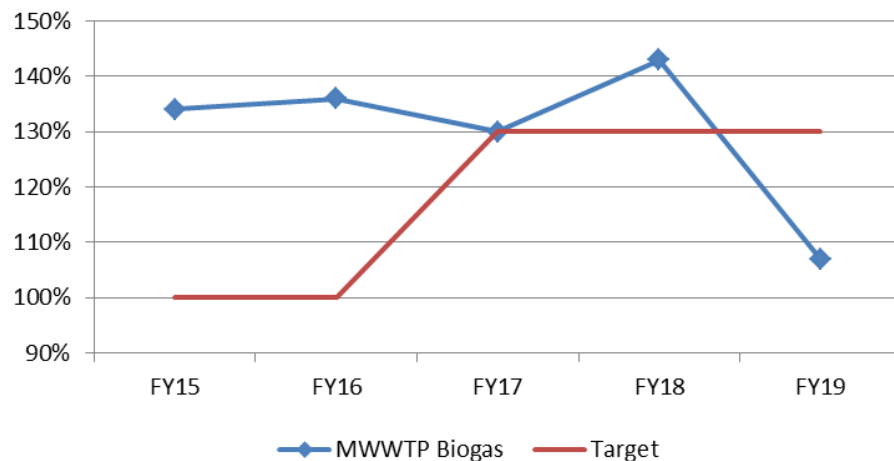


Water Quality & Environmental Protection



FY19 Key Performance Indicator	FY19	FY18	FY17	FY16	FY15
Mokelumne River Fall-Run Chinook Salmon Escapement	++	++	++	++	++
% of Water Quality Regulations Met	++	++	++	++	++
% of Water Quality Goals Met	+	+	+	+	+
Number of NPDES and Waste Discharge Permit Notices of Violation Received	+	++	+	+	+
Capture Biogas Sufficient to Produce On-Site Energy in Excess of MWWTP Electric Power Demand	--	++	++	++	++

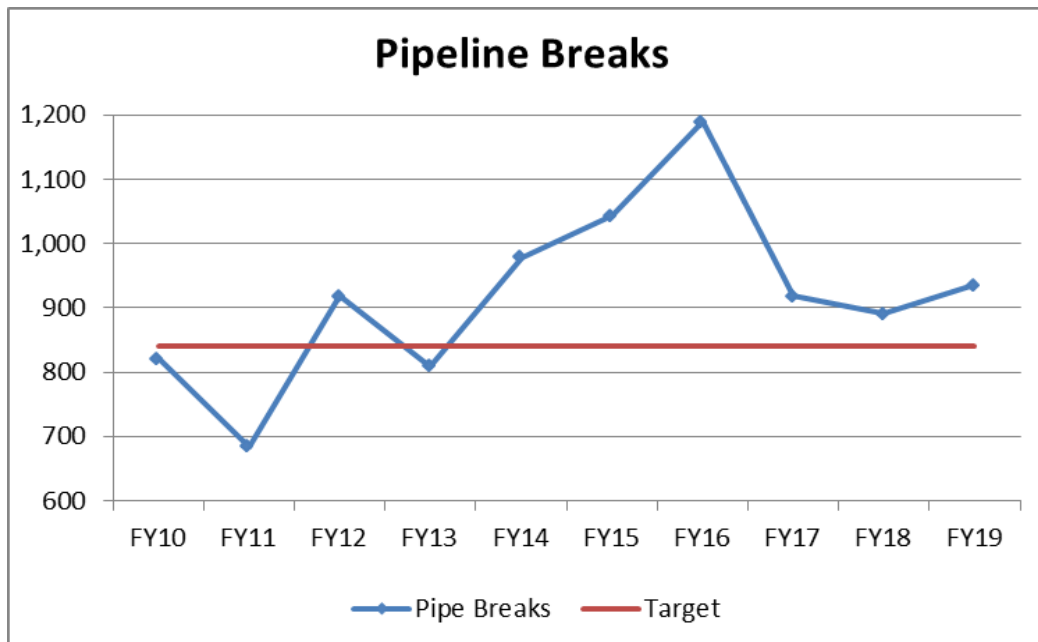
MWWTP Biogas



Long-Term Infrastructure Investment



FY19 Key Performance Indicator	FY19	FY18	FY17	FY16	FY15
# of Water System Pipeline Breaks per 100 Miles of Pipe	--	--	--	--	--
% of Water System Valves Exercised	++	--	--	++	--
Miles of Distribution Pipe Replaced	++	++	++	++	++
Miles of Pipe Surveyed	++	++	++	n/a	n/a



Long-Term Financial Stability



FY19 Key Performance Indicator

% of Planned Audits Completed

+

++

--

--

--

Water Capital Expenditures as a Percentage of Budgeted Cash Flow (90% to 110%)

++

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++

--

Wastewater Capital Expenditures as a Percentage of Budgeted Cash Flow (90% to 110%)

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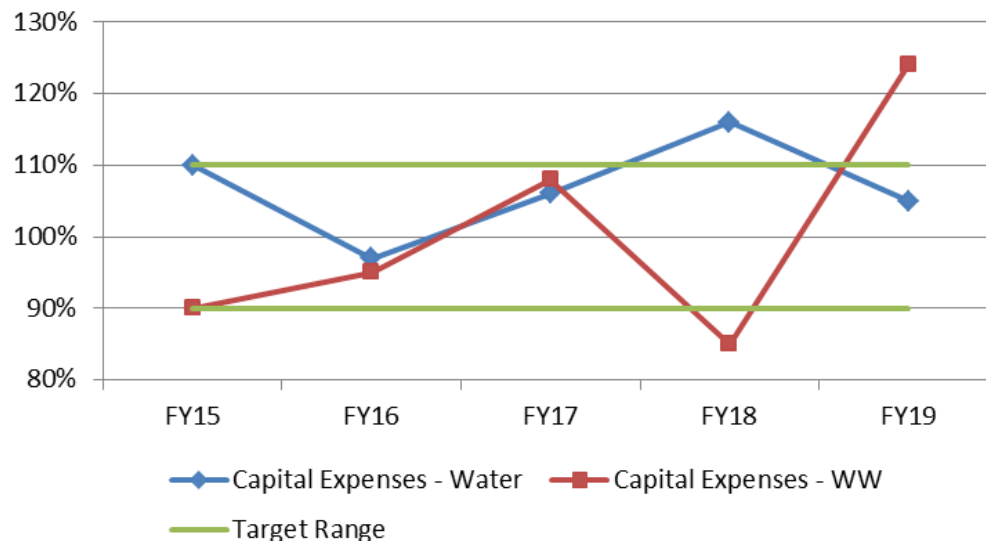
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Capital Expenses



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EBMUD's financial condition continues to be sound, with a stable revenue base and rates that compare favorably with other Bay Area water and wastewater agencies. Our responsible fiscal management and planning, as confirmed by external auditor reports, give us the financial means to ensure reliable water and wastewater system operations while consistently meeting our principal and interest payments on bond debt.

EBMUD Credit Ratings

These credit ratings are assigned to EBMUD by credit rating agencies and reflect the District's credit worthiness as a debt issuer.

Upcoming Bond Transactions

Water System revenue bond transactions.

Customer and Community Services



FY19 Key Performance Indicator

Unplanned Water Service Interruption: 4-12 Hours

FY19

FY18

FY17

FY16

FY15

++

--

--

--

++

% of Customers Rating Recreation "Good or Excellent"

+

n/a

n/a

n/a

n/a

% of Customers Rating Contact Center "Good or Excellent"

--

n/a

n/a

n/a

n/a

% of Customers Rating Overall Job "Good or Excellent"

--

n/a

++

n/a

n/a

Odor Complaints near the MWWTP

++

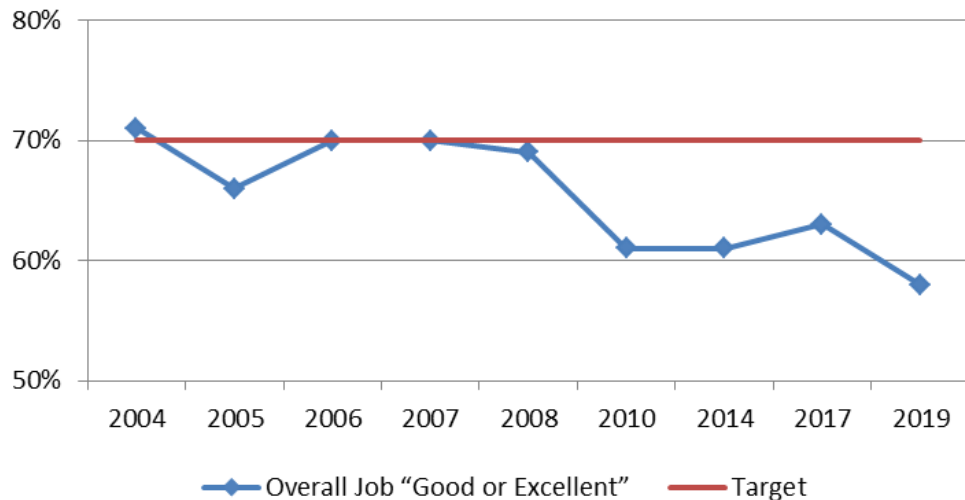
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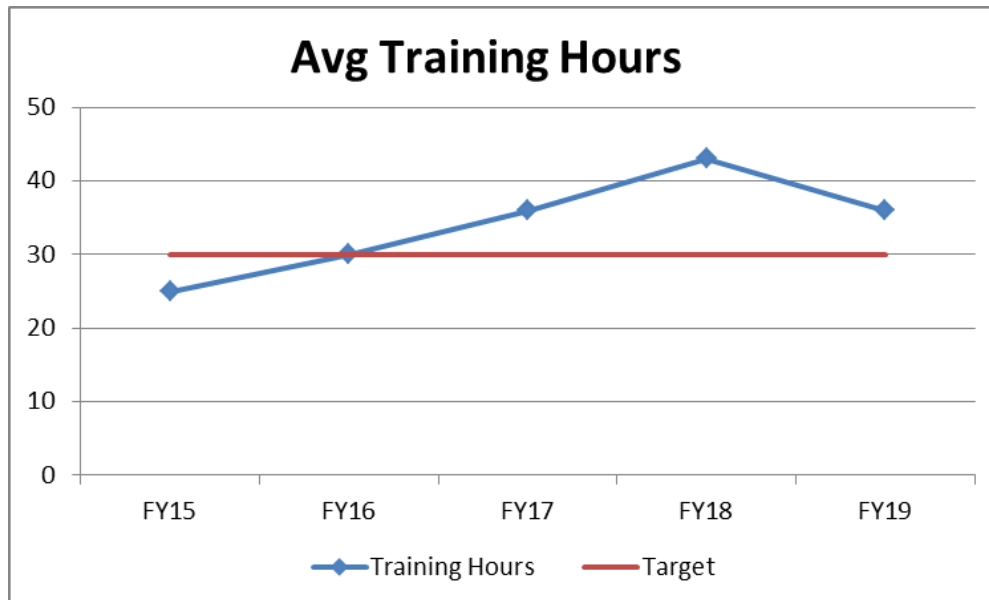
Customer Overall Job Survey



Workforce Planning and Development



FY19 Key Performance Indicator	FY19	FY18	FY17	FY16	FY15
Annual Average Training Hours per Employee	++	++	++	++	--
% of Leadership Program Graduates who Place on Applicable Promotional Lists	--	+	++	++	+
% of Performance Plans Completed on Time	++	++	++	+	+
% of Performance Appraisals Completed on Time	++	++	++	+	+



2020 Strategic Plan Update



- Conduct an interim review to update the objectives and KPIs
- Maintain focus on long-term goals and strategies, making updates only as needed
- Will report on updates in May 2020

Questions?