

Strategic Plan Measure (1.1.101)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

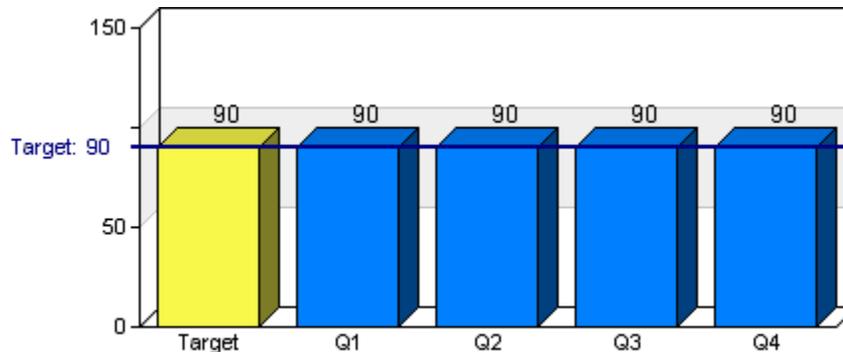
Title:

Customer Satisfaction

Description

Measures the level of overall customer satisfaction w/ the District

Results:



Report Summary:

QTR 1

On Target

The Otay Water District conducted a customer satisfaction and awareness survey in 2005/2006. Overall, customer satisfaction was rated very high with 41% rating overall service as excellent, 47% as good, and 8% rating customer service a fair. Only 2% rated customer satisfaction as poor, with the remaining 3% being unsure.

QTR 2

On Target

The 2007 Customer Survey found that 90% of customers rated their overall satisfaction with the Otay Water District as either Good (25%), Very Good (38%), or Excellent (27%). The remaining 8% rated the District as Fair, with only 2% rating it as poor. No customers rated the District as very poor.

QTR 3

On Target

Ninety percent of customers responded that their overall perception of the district was good (25%), very good (38%), or excellent (27%). This was our target. Eight percent indicated their perception of the district was fair. The remainder had a less than positive perception or no opinion.

QTR 4

On Target

Preparations for the 2008 survey will begin in the first quarter of the new fiscal year.

Strategic Plan Measure (5.1.500)

Scorecard Area : Customer



Owner: JOANNE VACLAVEK - Department: 5-Operations - FY: 2007

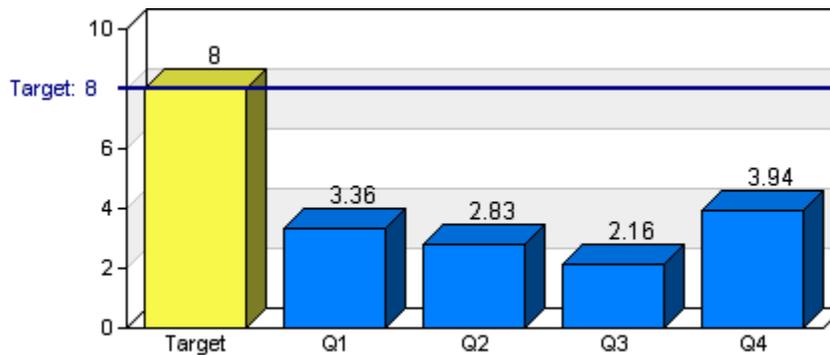
Title:

Technical Quality Complaint Rate (QualServe)

Description

The target was set by using a QualServe benchmark of utilities in the west. The number of complaints is a good measure of customer service. Technical quality complaints allow us to measure the complaint rates we are experiencing with individual quantification of those related to core utility services. It is expressed as complaints per 1,000 customer accounts. According to AWWA Qualserve, the median benchmark performance indicator for technical quality complaints is expressed as follows: Region for the west is 7.6; by size, between 100,001-500,000 is 8.6; and by type, combining water and wastewater is 7.6. Therefore, we selected a combined target of 8.0.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Customer Relations	7.6	8	2.8	7.2	17.4	2.8	7.6	14.2

Report Summary:

QTR 1

■ On Target

The Operations Department has recorded 181 complaint calls for the first quarter. Of those calls, 59 are water pressure inquiries, several no water calls and several "other" calls.

QTR 2

■ On Target

The Operations Department has recorded 153 complaint calls for the second quarter. Of those calls, 57 are water pressure inquiries, several no water calls and several "other" calls.

QTR 3

■ On Target

There were 117 technical complaint calls received in the third quarter. 43 of those calls were water pressure calls and the rest were "other" types of complaint calls.

Strategic Plan Measure (5.1.500)

Scorecard Area : Customer



Owner: JOANNE VACLAVEK - Department: 5-Operations - FY: 2007

QTR 4

On Target

The Operations Department has recorded 214 complaint calls for the fourth quarter. Of those calls, 63 were water pressure inquiries, 44 no water calls, 38 waste water calls and several "other" calls.

Strategic Plan Measure (3.1.301)



Scorecard Area : Customer

Owner: RITA BELL - Department: 3-Finance - FY: 2007

Title:

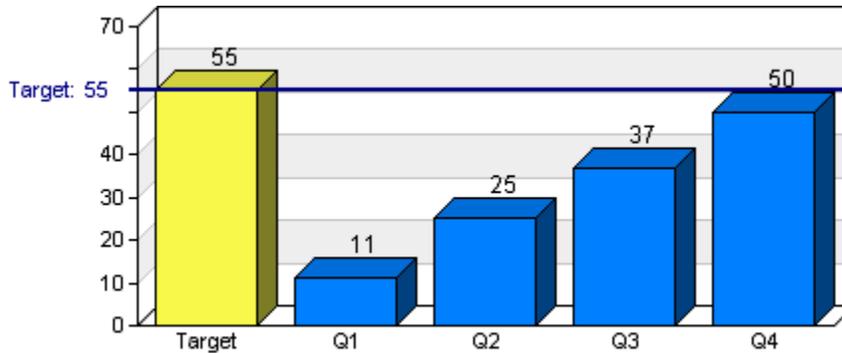
Customer Service Cost per Account (QualServe)

Description

Measures the amount of resources a utility applies to its customer service program.

***target - Qualseve Median Range for Western Regions

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Customer Relations	38.2	49	23.1	35.2	49.9	22.7	38.7	50.9

Report Summary:

QTR 1

On Target

\$11 is 1st qtr report

QTR 2

On Target

On target if cost continue at current level.

QTR 3

On Target

If you straight line this figure it is estimated that customer service cost per account will be at \$49.33 at year end.

QTR 4

On Target

The target is \$55.

Strategic Plan Measure (3.2.305)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

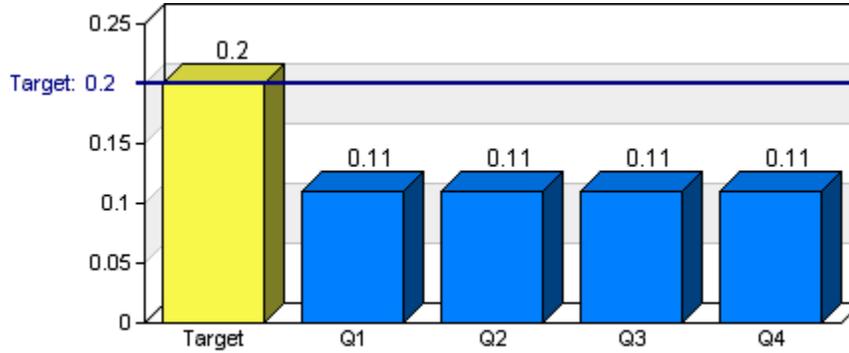
Title:

Debt Coverage Ratio (QualServe)

Description

measures level of debt service

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Business Ops	.20	.11	.2	.4	.5	.2	.3	.4

Report Summary:

QTR 1	■ On Target
QTR 2	■ On Target
QTR 3	■ On Target
QTR 4	■ On Target

Strategic Plan Measure (3.2.306)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

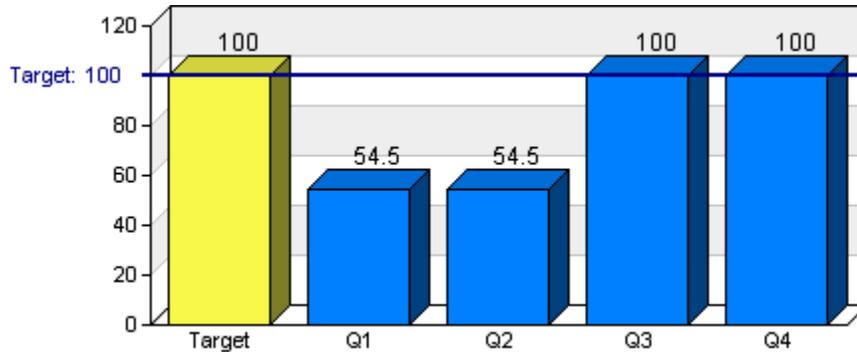
Title:

Reserve Level

Description

measures the District's reserve levels against the plan

Results:



Report Summary:

QTR 1 ■ Behind Target

Reserves for Betterment and Expansion currently are below plan levels. We currently are on track to issue debt in Mar-07, and should meet this strategic goal by 3rd Qtr 2007.

QTR 2 ■ Behind Target

Target reserve levels will be achieved in the 3rd Quarter, upon completion of the \$42M 2007 COPS issuance.

QTR 3 ■ On Target

QTR 4 ■ On Target

Strategic Plan Measure (3.2.307)

Scorecard Area : Financial



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

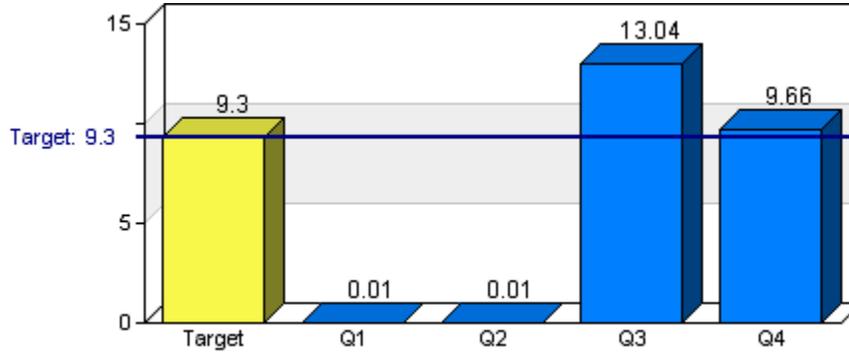
Title:

Billing Accuracy (QualServe)

Description

Number of corrected bills reissued or adjusted as a result of a customer initiated contact.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Customer Relations	9.3	.04	5.3	12.1	48.3	2.7	9.3	48.5

Report Summary:

QTR 1	■ On Target
QTR 2	■ On Target
QTR 3	■ On Target
QTR 4	■ On Target

Strategic Plan Measure (2.3.207)

Scorecard Area : Business Processes



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

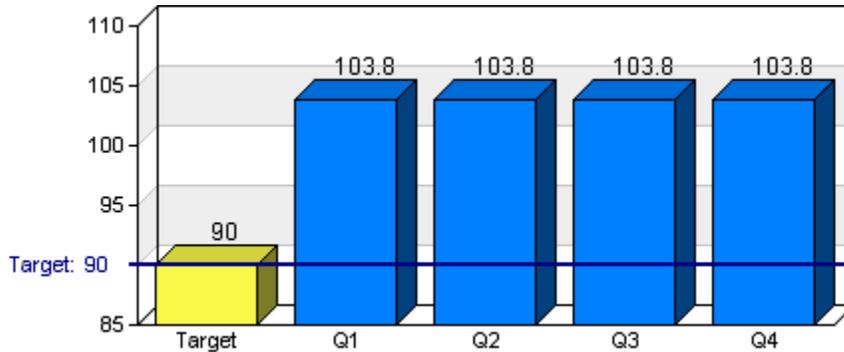
Title:

Actual Recycled Water Demand versus Projected Demand

Description

Measures the actual recycled water demand against the projected recycled water demand.

Results:



Report Summary:

QTR 1

On Target

The actual recycled water demands have substantially increased over the last several years. The demand numbers are for fiscal year 2006.

QTR 2

On Target

Actual recycled water demands have substantially increased over the last several years. The demand numbers are for fiscal year 2006.

QTR 3

On Target

Actual recycled water demands have substantially increased over the last several years. The demand numbers are for fiscal year 2006.

QTR 4

On Target

Actual recycled water demands have substantially increased over the last several years. The demand numbers are for fiscal year 2006.

Strategic Plan Measure (5.2.525)

Scorecard Area : Financial



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

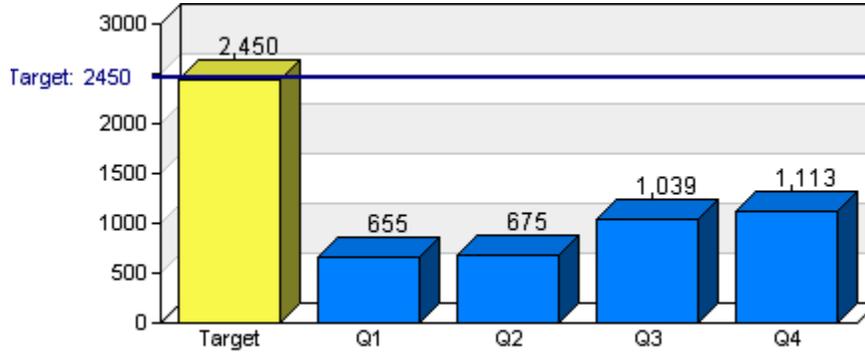
Title:

Direct Cost of Treatment per MG (QualServe)

Description

Measures the direct cost of wastewater treatment and does not include staff overhead or fringe benefits.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Sewer Ops	2450	750	504	759	1513	1383	2450	2919

Report Summary:

QTR 1

■ On Target

The result is below the target of \$2450/MG.

QTR 2

■ On Target

The result is below the target of \$2450/MG.

QTR 3

■ On Target

The result is below the target of \$2450/MG.

QTR 4

■ On Target

The result is below the target of \$2450/MG.

Strategic Plan Measure (3.3.314)



Scorecard Area : Business Processes

Owner: RITA BELL - Department: 3-Finance - FY: 2007

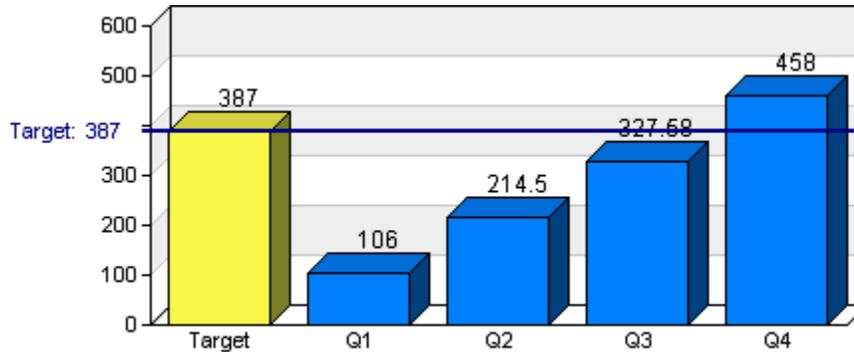
Title:

O&M Cost per Account (QualServe)

Description

operation cost for O&M per account (per customer)

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Water Ops	387	436	173	272	422	244	387	621

Report Summary:

QTR 1

■ On Target

This is labor & benefits, admin & materials less Metro and Spring Valley cost. Note this is only for one quarter, straight line this and it will be \$424 which is higher than target. The AWWA book says this should be an annual measure, not quarterly.

QTR 2

■ On Target

If you straight line this result, the District will be \$5 over the target at 6/30/07.

QTR 3

■ Behind Target

If you straight line this to the end of the year it will be \$436.78 which is \$49 over the target.

QTR 4

■ Behind Target

This is \$71 over the target.

Strategic Plan Measure (3.3.315)

Scorecard Area : Business Processes



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

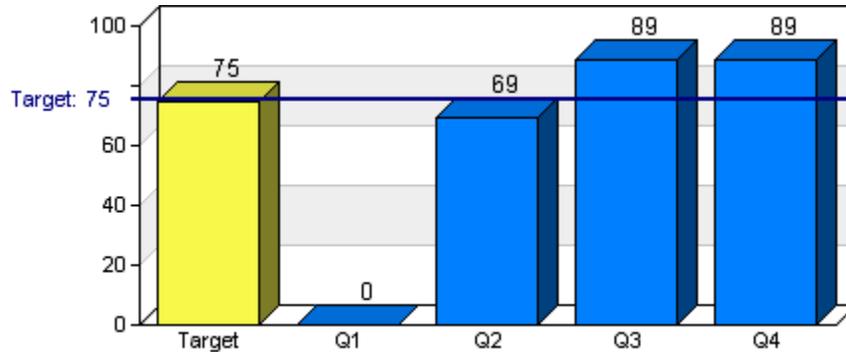
Title:

AMR Program

Description

The percentage of AMR with radio reads used for billing.

Results:



Report Summary:

QTR 1

On Hold

This measure is scheduled to start in 2007 after all of the RAMARS are replaced.

QTR 2

Behind Target

Approximately 2200 RAMAR meters still need to be replaced. Once the replacements are completed and tested, two routes totalling 1080 meters will be reestablished as billing routes.

QTR 3

On Target

All but 40 RAMAR units were replaced with 3-G meters and the meter reading team was diligent in testing and getting 2200 AMR meters into billing routes.

QTR 4

On Target

Strategic Plan Measure (5.3.507)



Scorecard Area : Business Processes

Owner: TIMOTHY KEERAN - Department: 5-Operations - FY: 2007

Title:

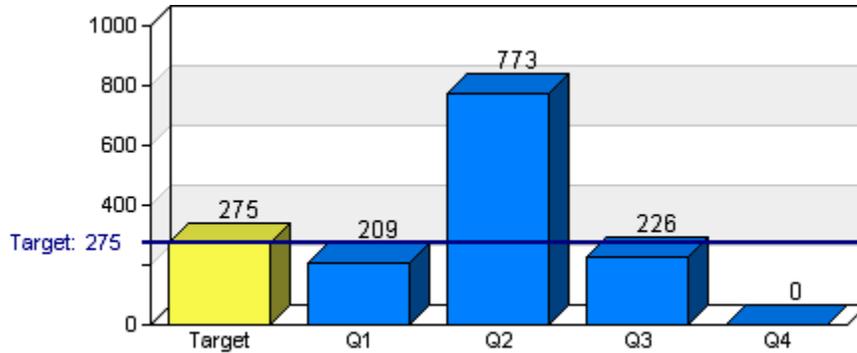
AMR Program

Description

AMR Meters Installed

(total of 1,100 retrofits per years; 275 per qtr)

Results:



Report Summary:

QTR 1

Behind Target

We are currently behind schedule because our meter replacement contractor is concentrating on the RAMAR replacements at this time.

QTR 2

Ahead of Target

With the assistance of the Utility / Const section this program is now ahead of schedule. Our meter replacement contractor has retrofitted 209 meters and District personel have retrofitted 773 meters for a total of 982.

QTR 3

On Target

The Utility / Const section has completed the remaining meter retrofits for this fiscal year. The total number of meters that were changed to radio read was 1,208.

QTR 4

On Target

The scheduled number of AMR retrofits were completed last quarter.

Strategic Plan Measure (5.3.508)

Scorecard Area : Business Processes



Owner: TIMOTHY KEERAN - Department: 5-Operations - FY: 2007

Title:

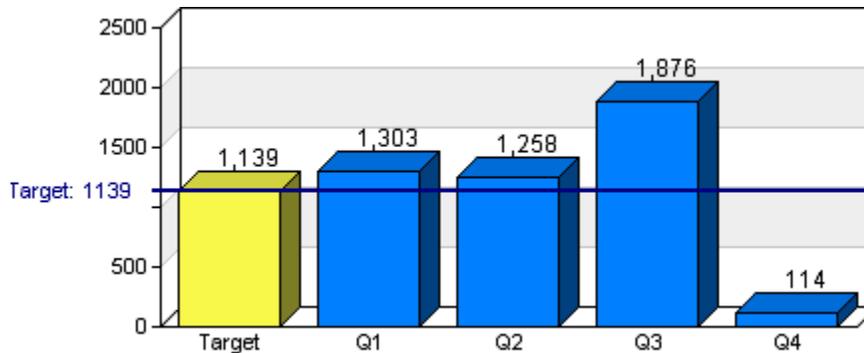
AMR Ramar Replacement Program

Description

Replacement of existing RAMAR Transponders

Replace 4556 RAMAR Transponders by the end of fiscal year 2007

Results:



Report Summary:

QTR 1

■ Ahead of Target

Our meter replacement contractor is progressing ahead of schedule.

QTR 2

■ Ahead of Target

Our meter replacement contractor has completed a total of 2,505 change outs and District personel have completed 56 changes for a total of 2,561 replacements.

QTR 3

■ Ahead of Target

The contractor has accelerated his schedule and we had some assistance from the Utility / Cons section. To date the contractor has completed a total of 3,735 change outs and District personel have completed 601. For a total of 4,336 change outs to date.

QTR 4

■ On Target

The remaining RAMAR replacements have been completed.

Strategic Plan Measure (4.1.400)



Scorecard Area : Customer

Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

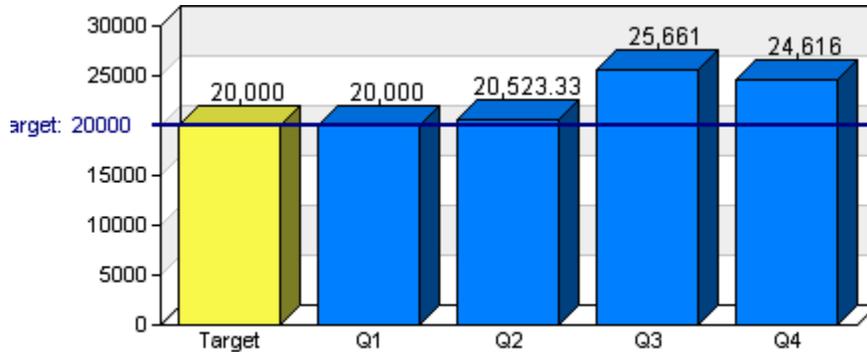
Title:

Web Site Hits

Description

Tracks the number of website hits test

Results:



Report Summary:

QTR 1

Behind Target

Averaged 18211 hits per month between July 1 and September 30, 2006.

QTR 2

On Target

Total web page hits were 61,570 for the quarter, yielding an average of 20,523.33 per month between October and December 2006.

QTR 3

On Target

Web page hits for January-March 2007 totaled 76,984, or an average of 25,661 hits per month.

QTR 4

Ahead of Target

There were 73,847 web page "hits" between April and June 2007, or an average of 24,616 hits per month.

Strategic Plan Measure (4.3.401)



Scorecard Area : Business Processes

Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

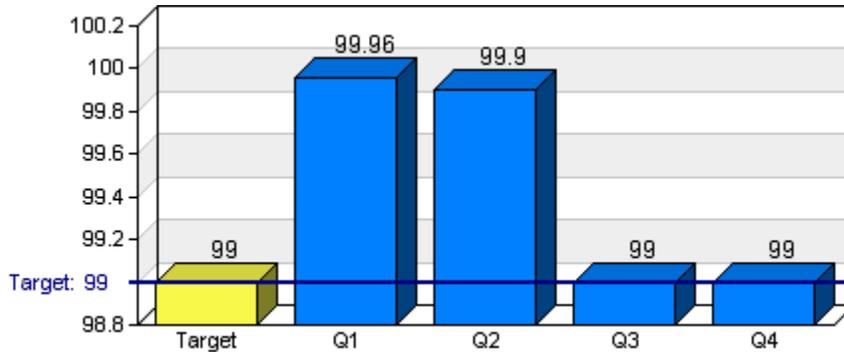
Title:

Network Availability

Description

Percent of up time for network during normal business hours

Results:



Report Summary:

QTR 1

On Target

Server availability during business hours was 99.968%

QTR 2

On Target

Achieved 99.9 server availability during business hours between October and December 2006.

QTR 3

On Target

Network availability was 99.951% during business hours between January and March 2007.

QTR 4

Ahead of Target

Network availability was 99.866% during business hours between April and June 2007.

Strategic Plan Measure (4.3.402)

Scorecard Area : Business Processes



Owner: WILLIAM JENKINS - Department: 4-Information Technology - FY: 2007

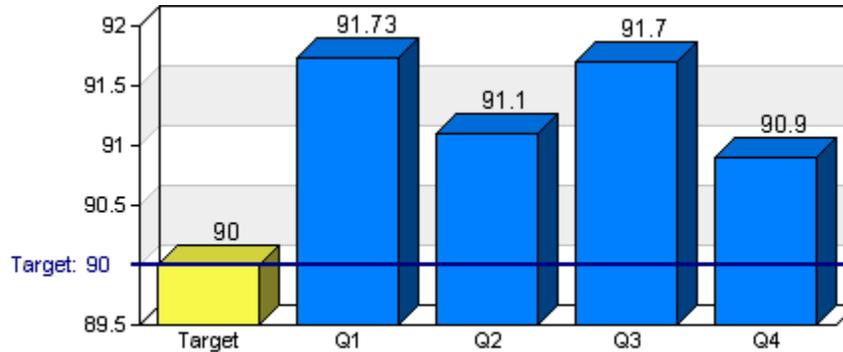
Title:

IT Help Request

Description

Percent of IT help request resolved by due date

Results:



Report Summary:

QTR 1

■ On Target

Closed 444 of 484 Help tickets by due date between July 1 and September 30, 2006 (91.73%).

QTR 2

■ On Target

Closed 215 of 236 help tickets on or before due date (91.1%)

QTR 3

■ On Target

Closed 639 of 697 help tickets by due date (91.7%)

QTR 4

■ On Target

Completed 270 of 297 help desk tickets on or before due date, or 90.9%

Strategic Plan Measure (5.1.501)

Scorecard Area : Customer



Owner: LARRY OLDS - Department: 5-Operations - FY: 2007

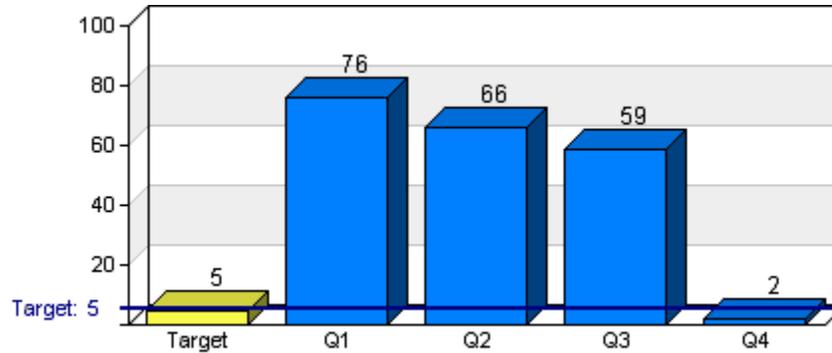
Title:

Potable Water Supplement

Description

Measures the amount of potable water needed to supplement recycled water demand. The target is not to exceed 5% of system demands.

Results:



Report Summary:

QTR 1 Not Started Yet

Potable supplementation is demand dependant. We will fall within our target range when we begin receiving recycled water from the City of San Diego's South Bay Reclamation Plant.

QTR 2 Not Started Yet

Potable supplementation is demand dependant. We will fall within our target range when we begin receiving recycled water from the City of San Diego's South Bay Reclamation Plant.

QTR 3 Not Started Yet

Potable supplementation is demand dependant. We will fall within our target range when we begin receiving recycled water from the City of San Diego's South Bay Reclamation Plant.

QTR 4 Ahead of Target

We started taking recycled water from the South Bay Water Reclamation Plant on May 18th.

Strategic Plan Measure (5.2.504)

Scorecard Area : Financial



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

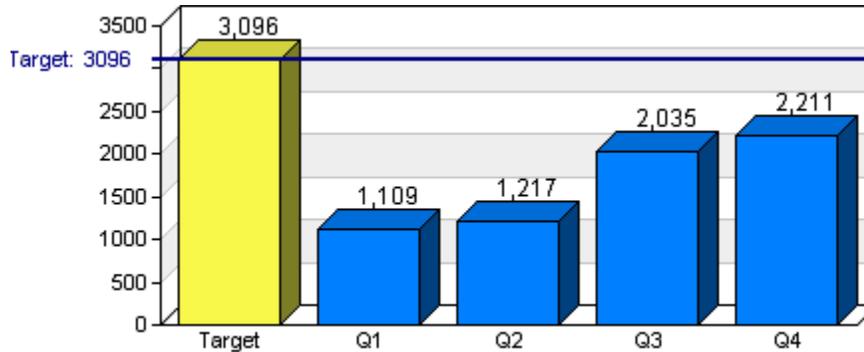
Title:

O&M Cost per MGP (QualServe)

Description

Qualserve measure for the operation and maintenance cost to treat 1 million gallons of wastewater

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Sewer Ops	3096	2035	930	1719	2621	2136	3096	5648

Report Summary:

QTR 1

■ On Target

The result is below the target of \$3096/MG.

QTR 2

■ On Target

The result is below the target of \$3096/MG.

QTR 3

■ On Target

The result is below the target of \$3096/MG.

QTR 4

■ On Target

The result is below the target of \$3096/MG.

Strategic Plan Measure (5.3.509)



Scorecard Area : Business Processes

Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

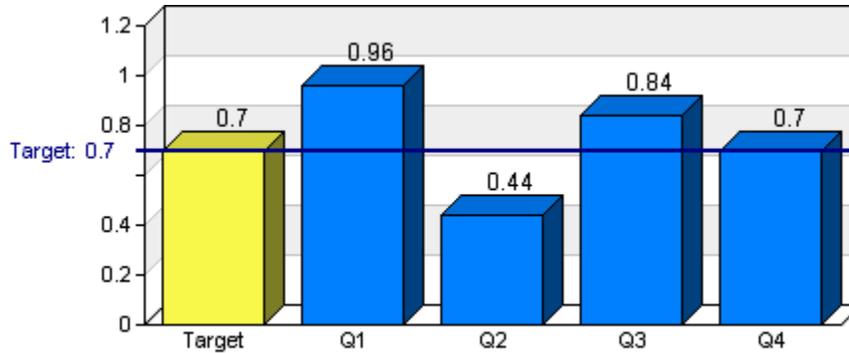
Title:

Unplanned Disruptions (QualServe)

Description

Quantifies the number of unplanned water outages experienced by the utility customer expressed as number of accounts affected per 1000 accounts

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Customer Relations	.7	2.8	.1	.6	1.8	.1	.7	.21

Report Summary:

QTR 1 ■ Behind Target

0.96 customers per thousand customers experience an unplanned water disruption during this quarter.

QTR 2 ■ Ahead of Target

Our target was met this quarter with 0.44 customers per 1000 customers affected by an unplanned disruption.

QTR 3 ■ Behind Target

Unplanned disruptions for the 3rd quarter were above the Qualserve median. .84 customers per 1000 experienced unplanned disruptions for this quarter.

QTR 4 ■ On Target

There were 6 unplanned disruptions affecting 35 accounts during this quarter. 5 of these disruptions were from contractors hitting mains or laterals. 1 disruption was from a blow off lateral failure.

Strategic Plan Measure (5.3.510)

Scorecard Area : Business Processes



Owner: GARY STALKER - Department: 5-Operations - FY: 2007

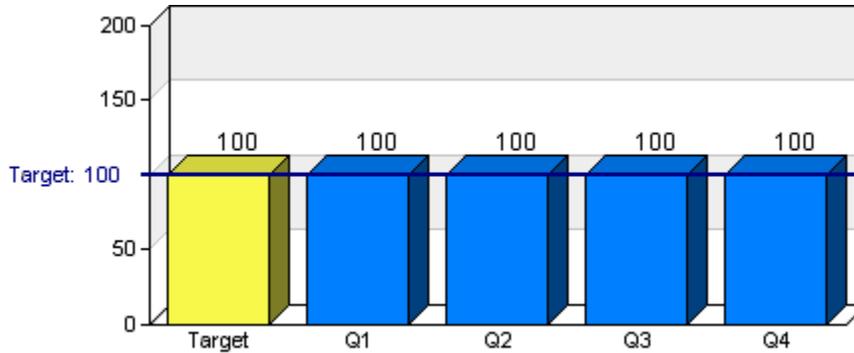
Title:

Drinking Water Compliance Rate (QualServe)

Description

Quantifies the percentage of time each year that the District meets all of the health related drinking water standards in U.S. National Primary Drinking Water Regulations

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Water Ops	100	100%	100%	100%	100%	100%	100%	100%

Report Summary:

QTR 1

■ On Target

All National Primary Drinking Water Regulations were met 100% of the time.

QTR 2

■ On Target

All National Primary Drinking Water Regulations were met 100% of the time.

QTR 3

■ On Target

All primary Drinking water Regulations were met 100% of the time for the quarter and for the fiscal year-to-date.

QTR 4

■ On Target

Primary health-related standards were met 100% of the time for the quarter and for fiscal year 2007.

Strategic Plan Measure (5.3.511)

Scorecard Area : Business Processes



Owner: DALE KREINBRING - Department: 5-Operations - FY: 2007

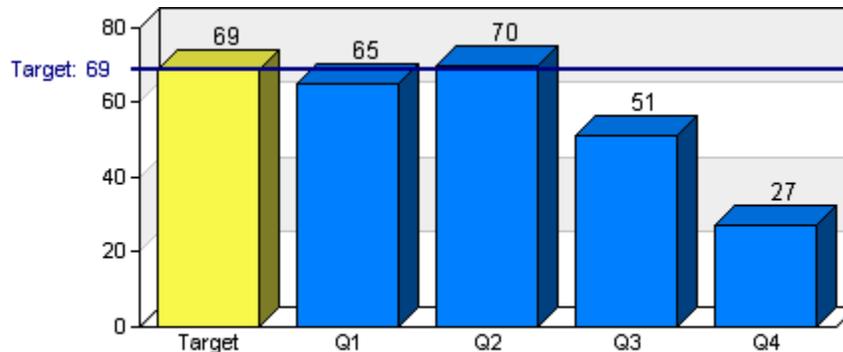
Title:

Recycled Water Production

Description

Produce greater than 1.20 MGD for 90% of the days with demand of 1.3 MGD

Results:



Report Summary:

QTR 1

Behind Target

The average daily flow for the first quarter was 1.28 mgd; however the target for recycled water production greater than 1.25 mgd for 90 % of the days (82 days) in the quarter with recycled water demand of 1.3 mgd was not met. Greater than 1.25 mgd production was achieved 60 days out of 91 days. This is due to flow data variables such as stored filter backwash water usage and the time the daily effluent flow meter reading is taken.

QTR 2

Behind Target

The average daily flow for the second quarter was 1.23 mgd; however the target for recycled water production greater than 1.20 mgd for 90 % of the days (83 days) in the quarter with recycled water demand of 1.3 mgd was not met. Production greater than 1.20 mgd was achieved 64 days out of 92 days. Plant production was reduced in an attempt to comply with a new interpretation of the plant's maximum daily flow limit by the regional board.

QTR 3

Behind Target

The average daily flow during the third quarter was 0.96 mgd. Recycled water production greater than 1.2 mgd was achieved 35 days out of the 69 days in the quarter with recycled water demand greater than 1.3 mgd. Plant production was reduced additional days due to a proliferation of an invasive bacteria which reduces the effectiveness of the treatment process. After attaining information regarding the interpretation and utilization of existing process data, the treatment process was returned to normal operation.

QTR 4

Behind Target

The average daily flow during the fourth quarter was 1.0 mgd. Recycled water production greater than 1.2 mgd was achieved 22 days out of the 91 days in the quarter with recycled water demand greater than 1.3 mgd. Plant production was reduced during a transition in treatment process operation based on daily microbiological observation.

Strategic Plan Measure (5.2.505)

Scorecard Area : Financial



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

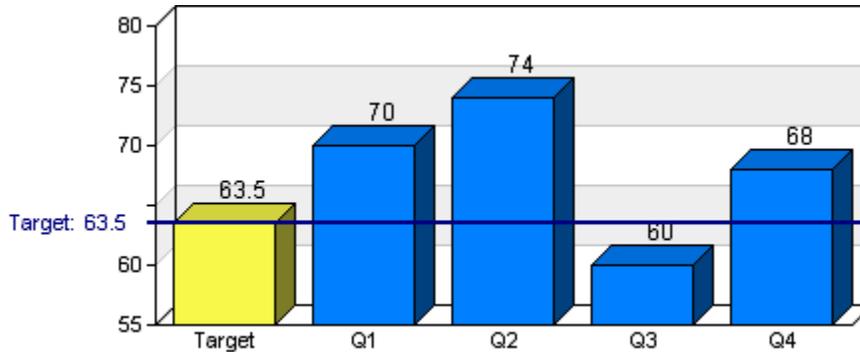
Title:

Planned Drinking Water Maintenance Ratio in Cost (QualServe)

Description

Compares how effectively the District is investing in planned maintenance

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Water Ops	74.9	73%	75%	56%	32.4%	80%	63.5%	43.6%

Report Summary:

QTR 1

■ On Target

This measure is to determine if the district is adequately maintaining the potable infrastructure based on preventative vs corrective maintenance cost ratio. We have set our target at 70% or higher of maintenance dollars spent on performing preventative maintenance. Results show we are running at 70%

QTR 2

■ Ahead of Target

This measure is to determine if the district is adequately maintaining the potable infrastructure based on preventative vs corrective maintenance cost ratio. We have set our target at 70% or higher of maintenance dollars spent on performing preventative maintenance.

2nd quarter results show a total of \$1,349,633 was spent overall on preventative/daily/corrective maintenance tasks. (74%) of maintenance dollars were spent on preventative maintenance work, or \$344,578 (26%) was specifically spent on corrective work.

QTR 3

■ Behind Target

Strategic Plan Measure (5.2.505)

Scorecard Area : Financial



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

This measure is to determine if the district is adequately maintaining the potable infrastructure based on preventative vs corrective maintenance cost ratio. We have set our target at 70% or more of total maintenance dollars to be spent performing preventative maintenance duties.

3rd quarter results show a total of \$1,015,853 was spent performing all maintenance tasks. Of the \$1,015,853 total maintenance spent, \$601,997 (60%) was specifically spent on performing preventative maintenance duties and (40%) corrective work.

QTR 4  Ahead of Target

This measure is to determine if the district is adequately maintaining the potable infrastructure based on preventative vs corrective maintenance cost ratio.

The 4th quarter results show a total of \$918,279 was spent performing all maintenance tasks. Of the \$918,279 total maintenance spent, \$625,350 (68%) was specifically spent on performing preventative maintenance duties and (32%) corrective work.

Strategic Plan Measure (5.3.512)

Scorecard Area : Business Processes



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

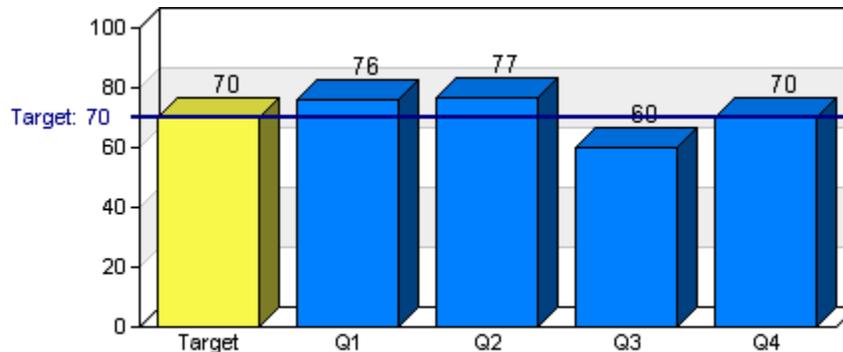
Title:

Planned Drinking Water Maintenance Ratio In Hours (QualServe)

Description

compares how effectively the District is investing in planned maintenance

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Water Ops	70	60%	76.8%	55.3%	34.4%	79.2%	57.6%	37.9%

Report Summary:

QTR 1

■ On Target

This measure is to determine how well the district is performing planned maintenance on the potable water system. The goal is to devote 70% or greater labor hours to planned maintenance vs. corrective maintenance work.

QTR 2

■ Ahead of Target

This measure is to determine how well the district is performing planned maintenance on the potable water system. The goal is to devote 70% or greater labor hours to planned maintenance vs. corrective maintenance work.

2nd quarter results show we are higher than expected at 77% planned vs. corrective work.

QTR 3

■ Behind Target

This measure is to determine how well the district is performing planned maintenance on the potable water system. On an annual basis, the goal is to devote 70% or greater labor hours to planned/daily maintenance vs. corrective maintenance work. Results for the 3rd quarter are at 60%.

QTR 4

■ On Target

Strategic Plan Measure (5.3.512)

Scorecard Area : Business Processes



Owner: DONALD HENDERSON - Department: 5-Operations - FY: 2007

This measure is to determine how well the district is performing planned maintenance on the potable water system. On an annual basis, the goal is to devote 70% or greater labor hours to planned/daily maintenance vs. 30% corrective maintenance work.

Results for the 4th quarter are met at 70% planned (10,522 hrs) vs 30% corrective (3,216 hrs).

Strategic Plan Measure (5.2.506)

Scorecard Area : Financial



Owner: DALE KREINBRING - Department: 5-Operations - FY: 2007

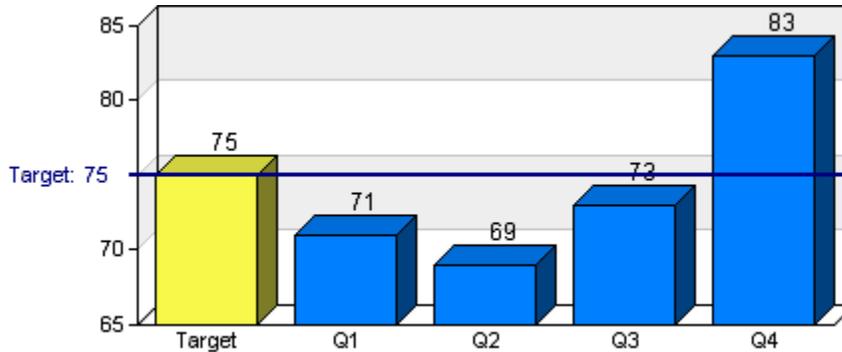
Title:

Planned Wastewater Maintenance Ratio in Cost (QualServe)

Description

Percentage of planned maintenance costs compared to combined planned and corrective maintenance costs

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Sewer Ops	70	67%	80.4 %	58%	36%	77.7%	66.6%	47.2%

Report Summary:

QTR 1 ■ Behind Target

The Qualserve benchmark of 77.7% was not met due to a limited amount of data on current planned maintenance tasks tracked through the Infrastructure Management System. There is also a backlog of planned maintenance tasks due to two staff vacancies within the Reclamation section in the first quarter.

QTR 2 ■ Behind Target

The Qualserve benchmark of 77.7% was not met due to a limited amount of data on current planned maintenance tasks tracked through the Infrastructure Management System. There is also a backlog of planned maintenance tasks due to two staff vacancies within the Reclamation section during the first and second quarters.

QTR 3 ■ Behind Target

The Qualserve median benchmark of 74.9% was not met.

QTR 4 ■ On Target

The Qualserve median benchmark of 74.9% was met.

Strategic Plan Measure (5.3.514)

Scorecard Area : Business Processes



Owner: DALE KREINBRING - Department: 5-Operations - FY: 2007

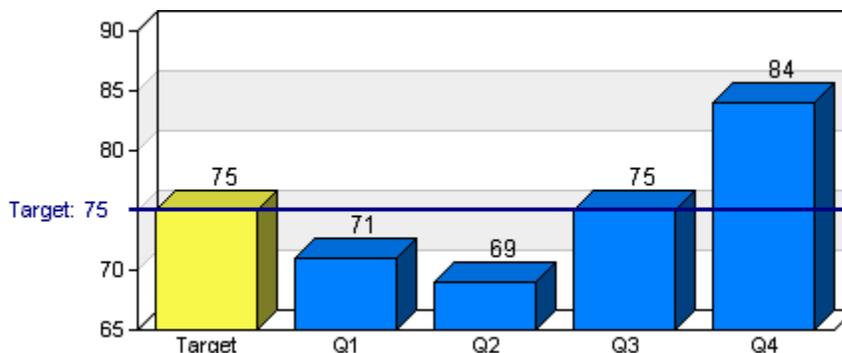
Title:

Planned Wastewater Maintenance Ratio in Hours (QualServe)

Description

Percentage of planned maintenance hours compared to combined planned and corrective maintenance hours performed

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Sewer Ops	69.8	73%	75.7%	60.3%	39.3%	80.6%	63.7%	48.3%

Report Summary:

QTR 1

Behind Target

The Qualserve benchmark of 80.6% was not met due to a limited amount of data of current planned maintenance tasks tracked through the Infrastructure Management System. There is also a backlog of planned maintenance tasks due to two staff vacancies within the Reclamation section in the first quarter.

QTR 2

Behind Target

The Qualserve benchmark of 80.6% was not met due to a limited amount of data of current planned maintenance tasks tracked through the Infrastructure Management System. There is also a backlog of planned maintenance tasks due to two staff vacancies within the Reclamation section during the first and second quarters.

QTR 3

Ahead of Target

The Qualserve median percentile benchmark of 69.8% for planned wastewater maintenance ratio in hours was met.

QTR 4

Ahead of Target

Strategic Plan Measure (3.3.316)

Scorecard Area : Business Processes



Owner: RITA BELL - Department: 3-Finance - FY: 2007

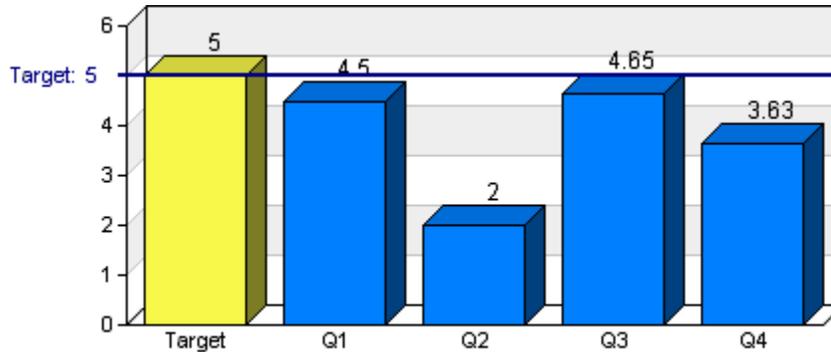
Title:

Distribution System Water Loss (QualServe)

Description

Percentage for unaccounted water

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Water Ops	5	4.8%	5.7%	9.1%	13.4%	4%	6%	11.5%

Report Summary:

QTR 1

■ On Target

Updated as of 9/30/06.

QTR 2

■ On Target

Updated as of 12/31/06.

QTR 3

■ On Target

The District's water loss is less than the target of 5%.

QTR 4

■ On Target

The target for this is 5%.

Strategic Plan Measure (5.3.519)

Scorecard Area : Business Processes



Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

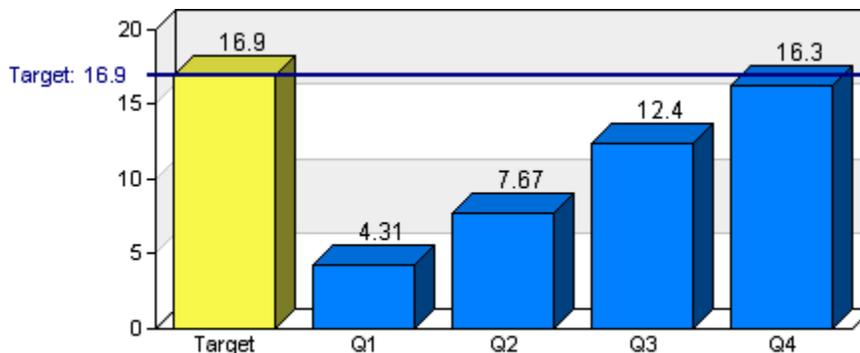
Title:

Water Distribution System Integrity (QualServe)

Description

measures the condition of the water distribution system expressed as the total annual number of leaks and break per 100 miles of distribution piping

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Water Ops	16.9	15.8	22.9	43.6	78.7	16.9	36.4	59.6

Report Summary:

QTR 1

■ On Target

4.31 is the result for this quarter.

QTR 2

■ On Target

This measure has been met with 3.36 leaks or breaks per 100 miles of distribution piping.

QTR 3

■ Ahead of Target

Water distribution integrity is ahead of schedule as of the 3rd quarter.

QTR 4

■ Ahead of Target

The total number of leaks and break for FY 2007 was 155. This number equates to 16.3 leaks and breaks per 100 miles of pipelines, and is better than the Qualserve 25th percentile for the western region.

Strategic Plan Measure (5.3.513)



Scorecard Area : Business Processes

Owner: DALE KREINBRING - Department: 5-Operations - FY: 2007

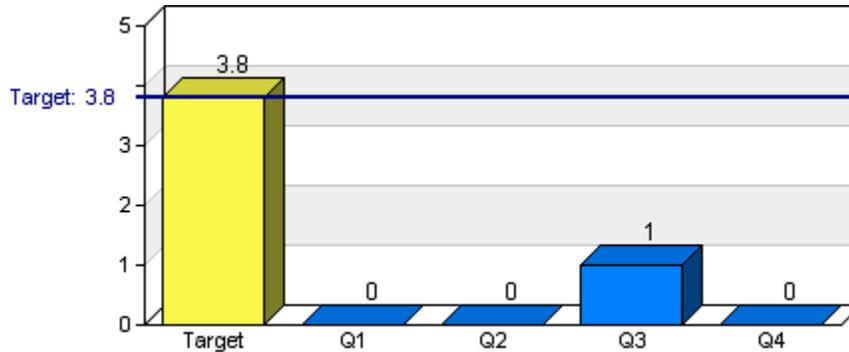
Title:

Collection System Integrity (QualServe)

Description

Number of wastewater collection system failures per 100 miles of collection system pipeline.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Sewer Ops	3.9	1	3.6	9.4	26.1	1.7	5.6	12

Report Summary:

QTR 1 ■ Ahead of Target

The Qualserve benchmark for the Wersern region of 4.3 failures per 100 miles was met. The total number of failures in FY07 is zero.

QTR 2 ■ Ahead of Target

The Qualserve benchmark for the Wersern region of 4.3 failures per 100 miles was met. The total number of failures in FY07 is zero.

QTR 3 ■ Ahead of Target

There was one failure in the 86 mile collection system during the third quarter.

QTR 4 ■ Ahead of Target

There were no collection system failures during the quarter.

Strategic Plan Measure (5.3.515)



Scorecard Area : Business Processes

Owner: DALE KREINBRING - Department: 5-Operations - FY: 2007

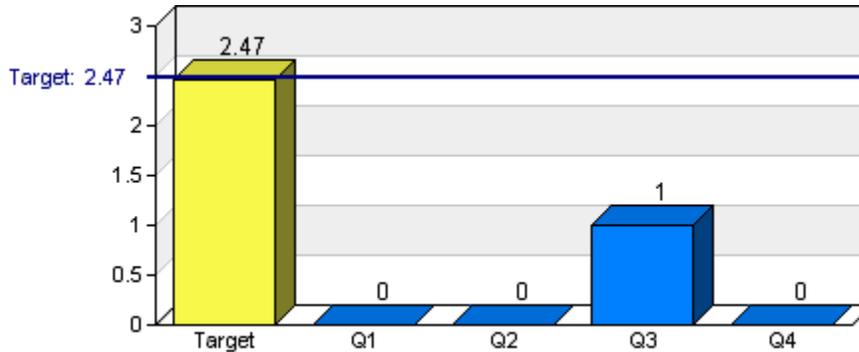
Title:

Sewer Overflow Rate (QualServe)

Description

Measures the wastewater collection system pipeline condition and the effectiveness of routine maintenance

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Sewer Ops	2.47	1	1.8	4.3	9.5	1.44	2.74	6.46

Report Summary:

QTR 1 ■ Ahead of Target

The total number of sanitary sewer overflows in the first quarter of FY07 is zero.

QTR 2 ■ Ahead of Target

The total number of sanitary sewer overflows during the second quarter of FY07 is zero.

QTR 3 ■ Ahead of Target

There was one sewer overflow in the collection system during the quarter. The overflow occurred on 02/05/07 at 10:00 am on Fuerte Heights Lane in El Cajon. The overflow volume released was approximately 100 gallons and was caused by roots in a manhole. The manhole was placed on the sewer hot-spot list.

QTR 4 ■ Ahead of Target

There were no sewer overflows in the collection system during the quarter.

Strategic Plan Measure (3.3.317)

Scorecard Area : Business Processes



Owner: RITA BELL - Department: 3-Finance - FY: 2007

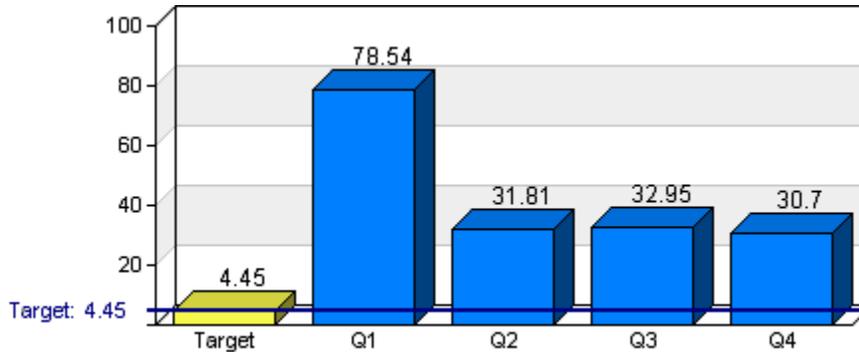
Title:

System Renewal/Replacement Rate (QualServe)

Description

This indicator quantifies the rate at which the utility is meeting its individual need for infrastructure renewal and replacement

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Business Ops	4.45		14	4.35	1.4	12.7	3.9	.9

Report Summary:

QTR 1

■ On Target

The numerator is one quarter of an estimated normal year. The actual is based on transfers of excess reserves. The denominator is actual replacement expense for the first quarter.

QTR 2

■ On Target

QTR 3

■ On Target

This is above target.

QTR 4

■ On Target

This is on target.

Strategic Plan Measure (1.1.102)

Scorecard Area : Customer



Owner: SUSAN CRUZ - Department: 1-Administrative Services - FY: 2007

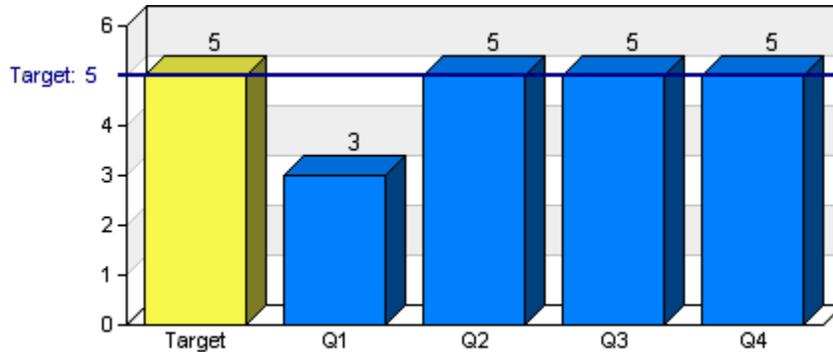
Title:

Industry Papers and Publications

Description

Measures the number of industry papers and presentations to industry

Results:



Report Summary:

QTR 1

■ On Target

3 of 5 departments met the annual goal in the first quarter.

QTR 2

■ On Target

In order to meet the goal of this measure, all 5 departments must have at least one instance during the fiscal year of participation in an industry event, having a paper published in an industry trade publication or received an award or recognition. The District has fully met the criteria of this measure as all departments has met this objective.

QTR 3

■ Complete

Target completed

QTR 4

■ Complete

Strategic Plan Measure (1.1.102)

Scorecard Area : Customer



Owner: SUSAN CRUZ - Department: 1-Administrative Services - FY: 2007

Administrative Services: April 21, 2007--Water Conservation presentation to 20 attendees of Chula Vista's first ever Naturescape Class held at McKenzie Creek Park in Chula Vista; May 2, 2007--Water conservation presentaiton to Crestwood HOA Board; May 4 & June 8, 2007--Participation via conference call in the development of the Performamnce Track Best Management Practice (BMP); May 11, 2007--Meeting of the California Irrigation Institute in Sacramento. Conservation Manager serves as a Director on the California Irrigation Institute. directors are charged with organizing the next California Irrigation Institute Annual Meeting to be held in late January 2008 in Sacramento; May 17, 2007--Presentation on the District's "Cash for Plants" program to the Water Conservation Summit Industry Work Group. This group includes local landscape contractors, landscape architects and water agency staff from various agencies; May 24, 2007--AWWA California/Nevada Water conservation Practicioner Committee Meeting via conference call. This committee members are water conservation professionals from California and Nevada and is tasked with developing a level 2 and 3 certification exam and reviewing the existing questions; June 13, 2007--Attended the quarterly meeting of the California Urban Water Conservation Council in San Francisco. The Water Conservation Manager represents the District and votes on changes to the Water Conservation BMP's. BMP 10 and 11 were revised and up for a vote at this meeting.

Information Technology: Pesented on Otay's Strategic Plan Methodology Approach to CWA's Ad Hoc Strategic Plan Committee in May 2007 and Presented at the GIS International Users Conference on Business Applications for GIS in the Water Industry in June 2007.

Engineering and Water Operations: Received an Award of Merit from the American Society of Civil Engineers for the 450 Recycled Water Reservoir and the 680 Recycled Water Pump Station in May 2007.

Strategic Plan Measure (1.1.100)

Scorecard Area : Customer



Owner: WILLIAM GRANGER - Department: 1-Administrative Services - FY: 2007

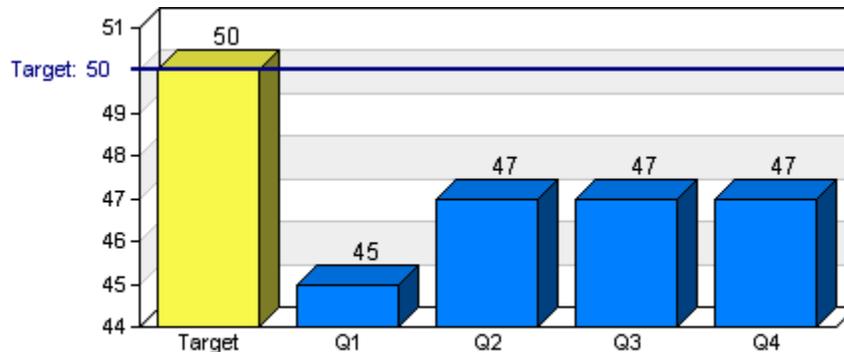
Title:

Garden Awareness

Description

Measures the customer awareness of the garden

Results:



Report Summary:

QTR 1

Behind Target

The questionnaire is being developed and expected to be finalized by mid November. Given the holidays, the survey may not take place until after the holidays in January.

The District's questionnaire in August of 2005 first asked our customer's level of awareness of the Water Conservation Garden. Roughly 45% of those surveyed stated that they were aware of the Water Conservation Garden.

QTR 2

On Target

This year's survey was conducted between Thanksgiving and Christmas. The results are preliminary at this time but indicate that the percent of Otay customers surveyed who are aware of the Garden has increased since last year.

While we did not reach the goal of 50% during this survey cycle, the percent has increased since last year. It is also important to note that the survey was conducted during the winter when water conservation is generally the least concern. The previous survey was conducted in August of 2005.

***Target status modified to "on target" as discussed from the FEB 2007 Strat Plan Review

QTR 3

On Target

There are no changes to this performance measure this quarter.

As noted in the 2nd quarter report, we are on target with regard to this measure.

QTR 4

On Target

There are no changes to this performance measure this quarter.

As noted in the 2nd quarter report, we are on target with regard to this measure.

Strategic Plan Measure (1.1.100)

Scorecard Area : Customer



Owner: WILLIAM GRANGER - Department: 1-Administrative Services - FY: 2007

Strategic Plan Measure (1.4.109)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

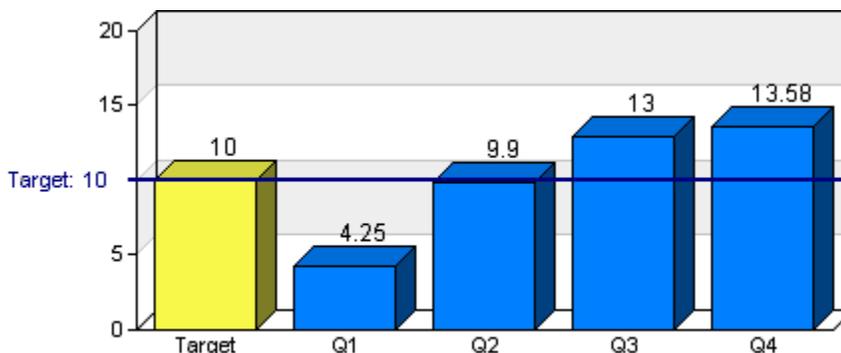
Title:

Turnover Rate

Description

Annual percentage of voluntary terminations (excludes retirement)

Results:



Report Summary:

QTR 1

Behind Target

The target is set not to exceed 10% per year or 2.5% per quarter. The goal for first quarter on a cumulative basis is 2.5% and we did not meet our goal in the first quarter.

QTR 2

Behind Target

The target is set not to exceed 10% per year or 2.5% per quarter. The goal for the second quarter on a cumulative basis is 5% and we did not meet our goal in the second quarter.

QTR 3

Behind Target

The target is set not to exceed 10% per year or 2.5% per quarter. The goal for the third quarter on a cumulative basis is 7.5% and we did not meet our goal in the third quarter.

QTR 4

Behind Target

Strategic Plan Measure (1.4.110)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

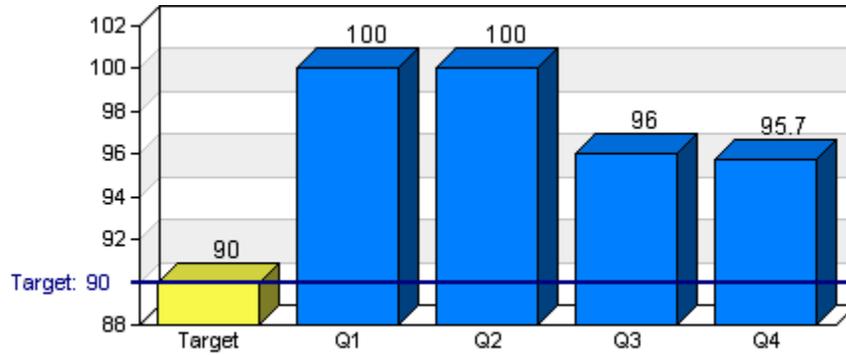
Title:

Time to Fill

Description

Number of recruitments conducted to recruitment plan

Results:



Report Summary:

QTR 1 ■ On Target

QTR 2 ■ On Target

QTR 3 ■ On Target

QTR 4 ■ On Target

Strategic Plan Measure (1.4.114)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

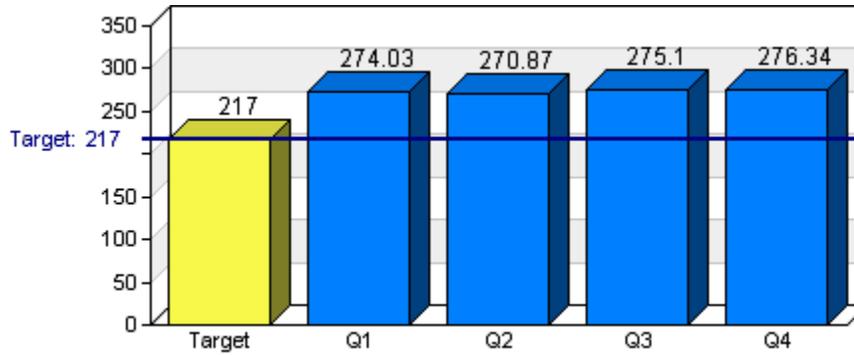
Title:

Service Connections per FTE

Description

Ratio of number of customers to Full Time Equivalent budgeted positions

Results:



Report Summary:

QTR 1	<input checked="" type="checkbox"/> On Target
QTR 2	<input checked="" type="checkbox"/> On Target
QTR 3	<input checked="" type="checkbox"/> On Target
QTR 4	<input checked="" type="checkbox"/> On Target

Strategic Plan Measure (1.4.107)



Scorecard Area : Learning and Growth

Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

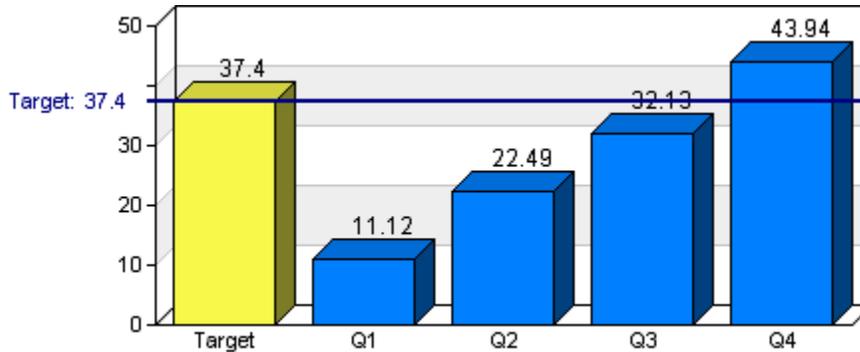
Title:

Training Hours per Employee (QualServe)

Description

Measures the quantity of formal training utility employees are actually completing.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Org Dev	37.4	41	33.2	21.9	12	37.4	26.9	16.9

Report Summary:

QTR 1

■ On Target

The target is set to the 75th percentile of western region participants in the Qualserve survey which is 37.4 hours per year or 9.35 hours per quarter. The goal for the first quarter on a cumulative basis is 9.35 hours and we exceeded our goal in the first quarter.

QTR 2

■ On Target

The target is set to the 75th percentile of western region participants in the Qualserve survey which is 37.4 hours per year or 9.35 hours per quarter. The goal for second quarter on a cumulative basis is 18.7 and we exceeded our goal in the second quarter.

***Target status modified to "on target" as discussed from the FEB 2007 Strat Plan Review

QTR 3

■ On Target

The target is set to the 75th percentile of western region participants in the Qualserve survey which is 37.4 hours per year or 9.35 hours per quarter. The goal for third quarter on a cumulative basis is 28.05 and we exceeded our goal in the third quarter.

QTR 4

■ On Target

Strategic Plan Measure (1.4.107)

Scorecard Area : Learning and Growth



Owner: KELLI WILLIAMSON - Department: 1-Administrative Services - FY: 2007

Strategic Plan Measure (2.3.205)



Scorecard Area : Business Processes

Owner: HOSSEIN JUYBARI - Department: 2-Engineering & Planning - FY: 2007

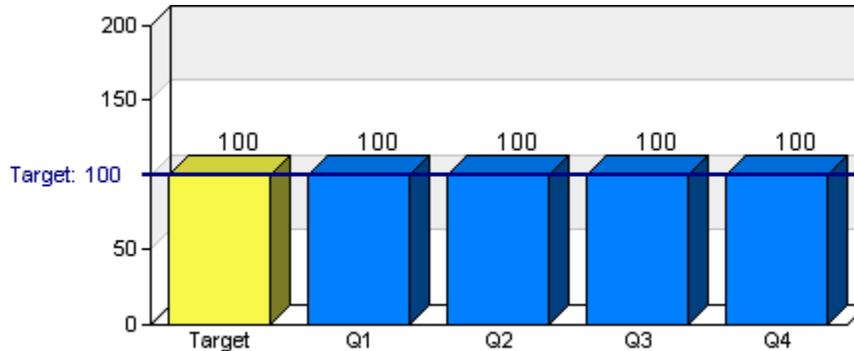
Title:

Project Constructability Review

Description

Measures projects that receive a Constructability Review/Value Engineering with those projects scheduled to receive Constructability Review/Value Engineering.

Results:



Report Summary:

QTR 1

■ On Target

1 project over 100K available in 1st Q. for CR.

QTR 2

■ On Target

One project (P2459 - Oliva Vista Drive Utility Relocations) over 100K was available in 2nd Quarter for constructability review. The internal constructibility review was performed for this project.

QTR 3

■ On Target

Constructibility review was completed on Telegraph Canyon Rd. (P1270). Two projects (P2459 Oliva Vista Drive Utility Relocations and R2081-20" Lane Ave/Proctor Valley Rd.) will be available for constructibility review during the 4th quarter.

QTR 4

■ On Target

Constructibility review was completed on Calavo Sewer Lift Station Replacement (S2015), and Oliva Vista Drive Utility Relocations (P2459).

Strategic Plan Measure (2.3.206)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

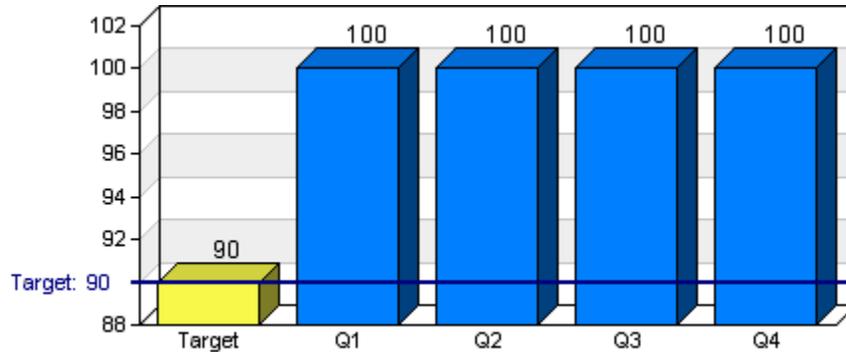
Title:

Project Construction Budget

Description

Measures the number of projects in construction within plus or minus 5%-10% of the budget.

Results:



Report Summary:

QTR 1

On Target

3 projects in analysis
450-1 Res, 680-1 PS, 30" rec PL

QTR 2

On Target

The following projects are under construction and were used in the calculation:
30" Recycled Water Pipeline (R2022)
450-1 Reservoir (R2001)
680-1 Pump Station (R2004)
Meter Shop Remodel (R2053)
SR 905 Utility Relocations (P2440)

QTR 3

On Target

The following projects are under construction and were used in the calculation:
30" Recycled Water Pipeline (R2022)
450-1 Reservoir (R2001)
680-1 Pump Station (R2004)
SR 905 Utility Relocations (P2440)
640 Reservoirs (P2185)

QTR 4

On Target

Strategic Plan Measure (2.3.206)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

Result: 100 Status: On Target

Comments:

The following projects are under construction and were used in the calculation:

450-1 Reservoir (R2001)

680-1 Pump Station (R2004)

SR 905 Utility Relocations (P2440)

640 Reservoirs (P2185)

Telegraph Canyon Repavement (P1270)

Strategic Plan Measure (2.3.208)

Scorecard Area : Business Processes



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

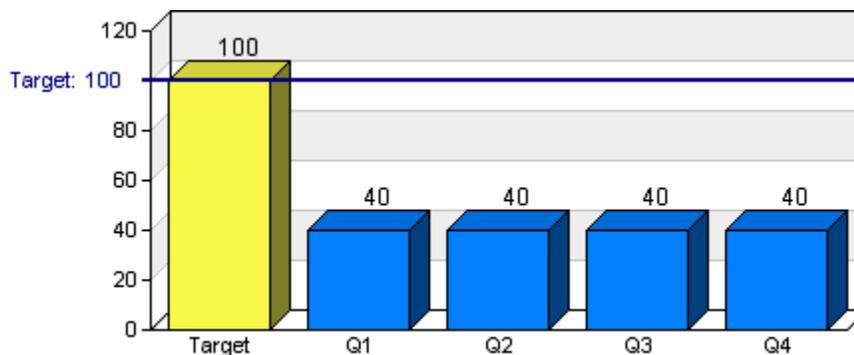
Title:

North District Alternative Water Supply

Description

Measures alternative water supply capabilities to meet a 10 continuous day supply outage in the summer.

Results:



Report Summary:

QTR 1

Behind Target

The North District can currently sustain about a 4 day shutdown or has alternative emergency water supplies for 4 days. This capability is based upon no mandatory conservation, supply from Helix WD limited to current maximum FCF No. 14 and LMSE capacity of 6.2 mgd, and highest summer month demand in calendar year 2005. The scheduled initiation of operation (March 2010) of the 12 mgd alternative supply from the Helix WD Levy WTP will allow for meeting the 10 day alternative supply requirement for years into the future.

QTR 2

Behind Target

The North District can currently sustain about a 4 day shutdown or has alternative emergency water supplies for 4 days. This capability is based upon no mandatory conservation, supply from Helix WD limited to current maximum FCF No. 14 and LMSE capacity of 6.2 mgd, and highest summer month demand in calendar year 2005. The scheduled initiation of operation (March 2010) of the 12 mgd alternative supply from the Helix WD Levy WTP will allow for meeting the 10 day alternative supply requirement for years into the future.

***Target status modified to "on target" as discussed from the FEB 2007 Strat Plan Review

QTR 3

Behind Target

The North District can currently sustain about a 4 day shutdown or has alternative emergency water supplies for 4 days. This capability is based upon no mandatory conservation, supply from Helix WD limited to current maximum FCF No. 14 and LMSE capacity of 6.2 mgd, and highest summer month demand in calendar year 2005. The scheduled initiation of operation (March 2010) of the 12 mgd alternative supply from the Helix WD Levy WTP will allow for meeting the 10 day alternative supply requirement for years into the future.

QTR 4

Behind Target

Strategic Plan Measure (2.3.208)

Scorecard Area : Business Processes



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

The North District can currently sustain about a 4 day shutdown or has alternative emergency water supplies for 4 days. This capability is based upon no mandatory conservation, supply from Helix WD limited to current maximum FCF No. 14 and LMSE capacity of 6.2 mgd, and highest summer month demand in calendar year 2005. The scheduled initiation of operation (March 2010) of the 12 mgd alternative supply from the Helix WD Levy WTP will allow for meeting the 10 day alternative supply requirement for years into the future.

Strategic Plan Measure (2.3.209)

Scorecard Area : Business Processes



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

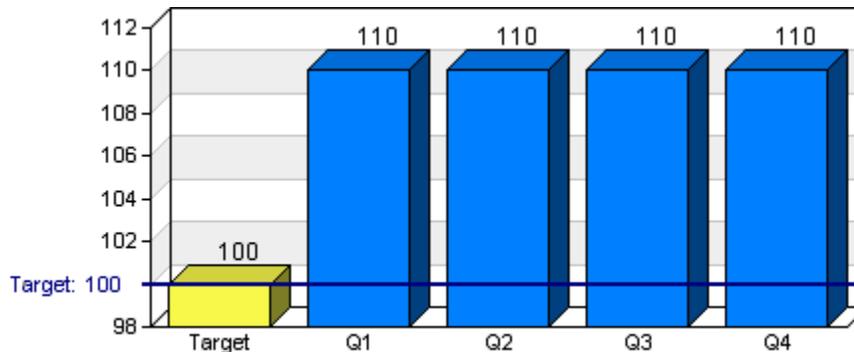
Title:

South District Alternative Water Supply

Description

Measures alternative water supply capabilities to meet a 10 continuous day supply outage in the summer.

Results:



Report Summary:

QTR 1

■ On Target

South District can currently sustain about an 11 day shutdown or has alternative emergency water supplies for 11 days. This capability is based upon no mandatory conservation, supply from City of San Diego limited to current capacity agreement of 10 mgd from the Otay WTP, and highest summer month demand in calendar year 2005.

QTR 2

■ On Target

The South District can currently sustain about an 11 day shutdown or has alternative emergency water supplies for 11 days. This capability is based upon no mandatory conservation, supply from City of San Diego limited to current capacity agreement of 10 mgd from the Otay WTP, and highest summer month demand in calendar year 2005.

QTR 3

■ On Target

The South District can currently sustain about an 11 day shutdown or has alternative emergency water supplies for 11 days. This capability is based upon no mandatory conservation, supply from City of San Diego limited to current capacity agreement of 10 mgd from the Otay WTP, and highest summer month demand in calendar year 2005.

QTR 4

■ On Target

The South District can currently sustain about an 11 day shutdown or has alternative emergency water supplies for 11 days. This capability is based upon no mandatory conservation, supply from City of San Diego limited to current capacity agreement of 10 mgd from the Otay WTP, and highest summer month demand in calendar year 2005.

Strategic Plan Measure (2.2.203)

Scorecard Area : Financial



Owner: DAVID CHARLES - Department: 2-Engineering & Planning - FY: 2007

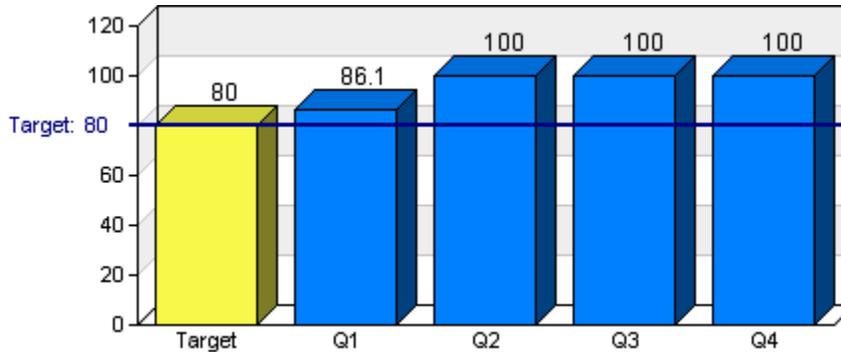
Title:

Plan Check

Description

measures the time to complete plan check

Results:



Report Summary:

QTR 1

On Target

15 received and 15 completed in 30 day period

13 received and 9 completed in 14 day period (4 - more information requested and needed more time)

8 received 7 complete in 14 day period

100% - cat 1

Note - clients needing more information prevents targets from being met but not in District's control.

69% cat 2

87%

QTR 2

On Target

We received 5 new plan checks for the 2nd. quarter and completed all the reviews in the 3 week timeframe to complete. In addition we received 4 second review plans and completed all 4 within the 2 week process. 6 construction changes we also completed with our allocated timeline.

QTR 3

On Target

We received (7)-1st.planchecks, (7)- 2nd. planchecks,(9)-3rd.plancheck for review. all these submittal were successfully completed within the allotted timeline. In addition we were also successful in completing and finalizing (6)construction changes, and (6)-fire service applications.

QTR 4

Ahead of Target

Performance Measure: 1.1.103

Strategic Plan Measure (2.3.211)

Scorecard Area : Business Processes



Owner: GARY RUSH - Department: 2-Engineering & Planning - FY: 2007

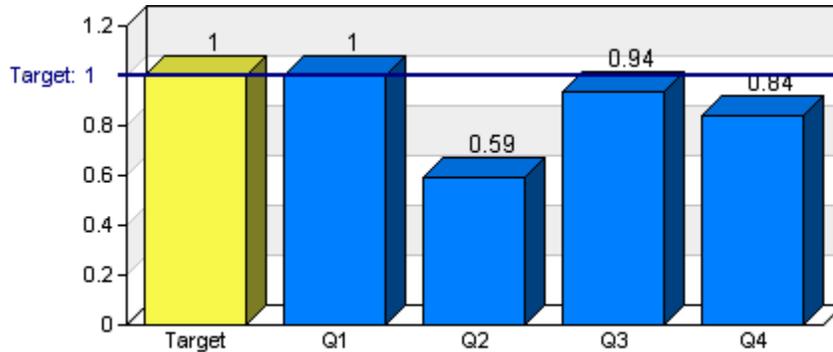
Title:

Facility Maps

Description

measures the timeliness of inserting maps to CADD

Results:



Report Summary:

QTR 1

On Target

Number of Parcel and subdivision maps recorded at county vs. number inserted into AutoCAD base map

QTR 2

On Target

6 new subdivision and parcel maps recorded this quarter, with a combined delay of 539 days for insertion. The denominator is 6 x 150. 150 is the target number of days for insertion for a map, counted from the date of recording by the County Recorder

QTR 3

On Target

All subdivision and parcel maps that were on file in San Diego County Survey Records in January 2007 were included in the AutoCAD cadastral base map that was exported to GIS in February 2007. The County Assessor's Parcel Map updates, which include boundary adjustments and freeway right of way changes, were also included in the export.

QTR 4

On Target

Research of S.D. County survey records on June 12 yielded 3 parcel maps and 3 subdivision maps that had been recorded in the district. 2 maps, which comprise 5 lots, have been added to the AutoCAD cadastral base map. Drafting on the remaining 4 maps, comprising 47 lots, is pending. Assessors map updates receive from the county in June have all been drafted into the base map.

Strategic Plan Measure (2.3.212)

Scorecard Area : Business Processes



Owner: GARY RUSH - Department: 2-Engineering & Planning - FY: 2007

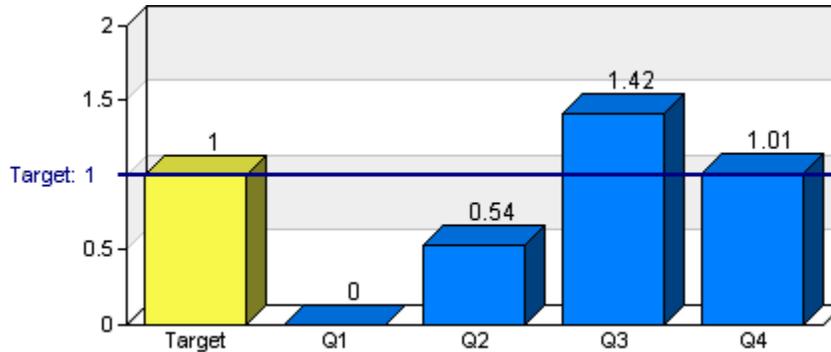
Title:

Facility Surveying

Description

measures the timeliness of surveying facilities after project acceptance

Results:



Report Summary:

QTR 1

On Target

Number of accepted projects assigned to be surveyed vs. number of projects surveyed - on hold pending assignment by GIS Dept.

QTR 2

On Target

There is a backlog of 16 accepted projects with a combined backlog of 734 days since project acceptance. The denominator is 16 x the target of 90 days for each project = 1440

QTR 3

Behind Target

Since J Elmore started in February '06, facilities on 9 projects have been located by GPS survey and exported to GIS. Of the remaining 10 projects to be surveyed, one was accepted in December '06, one in January '07 and the remaining 8 in February '07. These remaining projects will be completed in the first half of the fourth quarter. The backlog of data collection created by resignation of the Survey Technician in September '06 is quickly being eliminated.

QTR 4

On Target

The large backlog of facilities data collection from 2006 has been eliminated. The 4 projects that currently need data collection were accepted this quarter between April 17 and June 26.

Strategic Plan Measure (2.3.213)

Scorecard Area : Business Processes



Owner: GARY RUSH - Department: 2-Engineering & Planning - FY: 2007

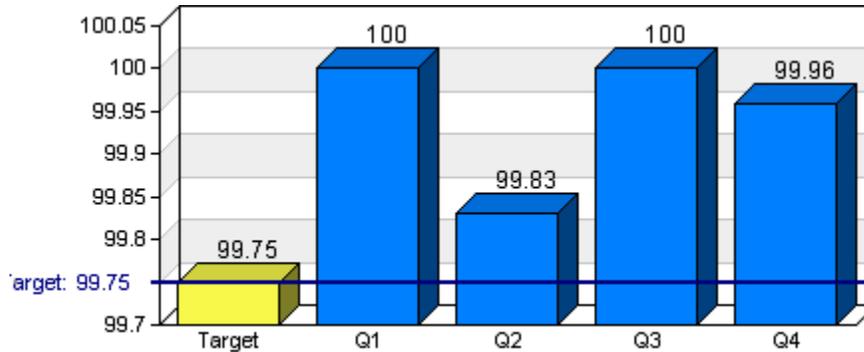
Title:

Mark out Accuracy

Description

measures the percentage of at-fault hits over time

Results:



Report Summary:

QTR 1

Ahead of Target

No at-fault "hits" on our facilities this quarter

QTR 2

Ahead of Target

The only incident this quarter was a 2" air vac line at the intersection of Paseo Rosal and Rancho del Rey Parkway that was hit by a trencher in December '06. The location mark had been lost due to rain and wet pavement. It could be argued that the contractor should have called for remarks. To the contrary, it could be argued that the OWD locator should have known the mark would not last due to the pavement conditions.

QTR 3

Ahead of Target

No damage to OWD facilities this quarter as a result of a missing or erroneous markout.

QTR 4

Ahead of Target

One water service was hit that was marked in the wrong location. Extenuating circumstance: If the markout area had been delineated properly, the location of the copper line would have been traced and not estimated.

Strategic Plan Measure (2.3.215)



Scorecard Area : Business Processes

Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

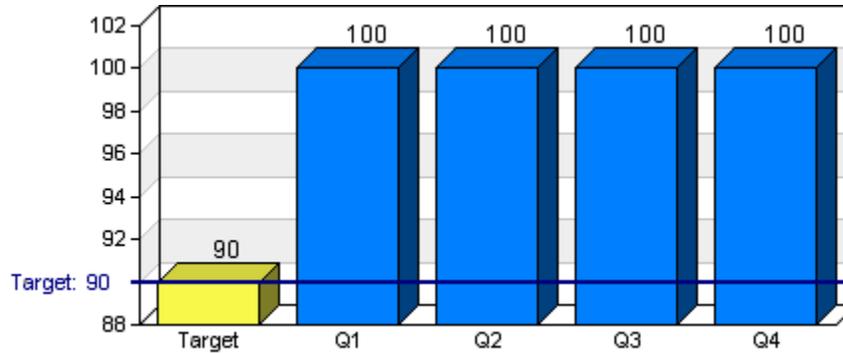
Title:

Project Closeout Time

Description

Measures the average time between the issuance of a Notice of Substantial Completion (NSOC) and a Notice of Completion (NOC) for CIP projects in construction. Consider only projects where the NOC was completed within the Fiscal Year.

Results:



Report Summary:

QTR 1

■ On Target

SWEETWATER SP INTERCONNECT
944-1&2 Reservoir Site Paving

QTR 2

■ On Target

No projects were accepted in the second quarter.

QTR 3

■ On Target

One Notice Of Completion was issued:
Meter Shop Remodel (R2053).

QTR 4

■ On Target

One Notice Of Completion was issued:
30" Recycled Water Pipeline Project(R2022).

Strategic Plan Measure (2.3.214)

Scorecard Area : Business Processes



Owner: HOSSEIN JUYBARI - Department: 2-Engineering & Planning - FY: 2007

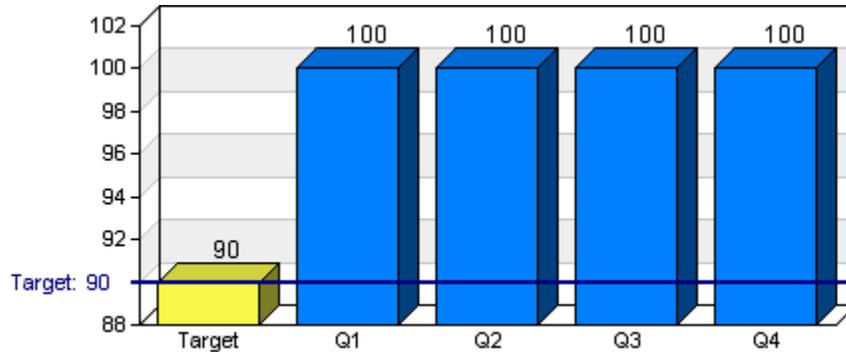
Title:

Cathodic Protection Program

Description

Inspect and test Cathodic Test Stations for pipelines, and anodes in steel reservoirs.

Results:



Report Summary:

QTR 1

On Target

QTR 2

On Target

Presently, there are 500 corrosion test stations on the District piping. During the calendar year 2006, all 500 test stations have been tested.

QTR 3

On Target

Strategic Plan Measure (2.3.214)

Scorecard Area : Business Processes



Owner: HOSSEIN JUJBARI - Department: 2-Engineering & Planning - FY: 2007

Currently, there are 500 corrosion test stations on the District piping. During the calendar year 2007, all 500 test stations will be tested. Here is summary of Corrosion Control Program Accomplishment for third quarter.

Pipeline Surveys - The second round of pipeline surveys is approx. 50% complete.

Pipeline Manual - Update of Pipeline Manual is approx 50% complete. As each field survey is completed, the data has been entered into the Corrosion Data Management System (CDMS) database. An engineering analysis of each PL survey has been conducted and a summary report written.

Pipeline and Reservoir Corrosion Performance Annual Report - Pipeline Annual Report (modeled after HWD report) approximately 75% complete. The pipeline summary sheets are being completed as each PL survey is completed and the data reviewed.

Reservoir Dive Inspection - Dive inspection of one steel reservoir (624-2) and two concrete reservoirs (624-3 and 978-2) completed in March. Summary reports from dive inspection company received on 4/10/07. DeC/V&A to review reports with District and adjust reservoir maintenance plan accordingly.

Interconnect Pipeline Cathodic Protection System – The Interconnect PL cathodic protection system is still not fully operational. Performed field investigation of pipeline cathodic protection rectifier CP-2 (just south of City of San Diego Otay Water Treatment Plant). Field investigation has determined that the anode bed for this rectifier is failing prematurely. DeC/V&A presently modifying rectifier hardware in an attempt to extend remaining life of anode bed. Investigation continues.

Reservoir 850-4 – Currently preparing corrosion protection design for new steel Reservoir 850-4. The 90% corrosion control submittal, due later part of April, will include sacrificial cathodic protection for reservoir submerged internal steel surfaces and corrosion monitoring facilities for the buried yard piping.

Vista Diego Hydro Station – Completed ultrasonic thickness survey of hydro pneumatic tank at Vista Diego Hydro Station. No indications of excessive internal wall loss due to corrosion were found. Minor internal pitting noted at one location.

QTR 4  On Target

Currently, there are 500 corrosion test stations on the District piping. During the calendar year 2007, all 500 test stations will be tested. Here is summary of Corrosion Control Program Accomplishment for fourth quarter.

Pipeline Surveys - The second round of pipeline surveys has been completed.

Pipeline Manual - Update of Pipeline Manual is approx 90% complete. All data has been entered into the Corrosion Data Management System (CDMS) database. The engineering analysis of each PL survey and corresponding summary report are nearly completed.

Pipeline and Reservoir Corrosion Performance Annual Report - Pipeline Annual Report (modeled after Helix Water District report) approximately 90% complete. Minor remaining work includes generation of site maps for each pipeline and overall color coded pipeline protection summary sheet (similar to Reservoir summary sheet).

Contractor Quality Control – Conducted field testing of contractor corrosion control installations for compliance to WAS and/or project design drawings.

Strategic Plan Measure (2.3.216)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

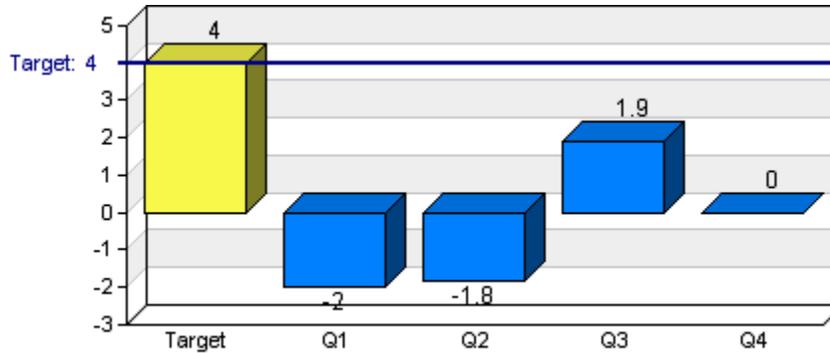
Title:

Construction Change Order Rate

Description

Measures the rate of change orders for CIP projects under construction. Extract data from CIP Quaterly Construction Contract Status Report.

Results:



Report Summary:

QTR 1 ■ On Target

Data is available during the fiscal year when the quarterly CIP Board report is prepared.

QTR 2 ■ On Target

We have exceeded our goal of less than 4%.

QTR 3 ■ On Target

We have exceeded our goal of less than 4%. The change order rate was negative 1.9%.

QTR 4 ■ On Target

We have exceeded our goal of less than 4%. The change order rate was negative 1.9%.

Strategic Plan Measure (2.3.217)

Scorecard Area : Business Processes



Owner: LISA COBURN-BOYD - Department: 2-Engineering & Planning - FY: 2007

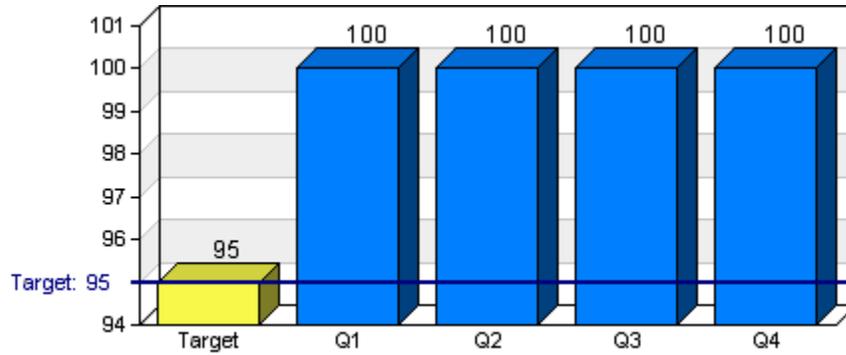
Title:

APCD Compliance

Description

Measures the compliance of all engines and generators permitted under APCD.

Results:



Report Summary:

QTR 1

On Target

Currently all permitted engines are in compliance.

QTR 2

On Target

Currently, all permitted engines and generators continue to be in compliance with APCD permit requirements.

QTR 3

On Target

Currently, all permitted engines and generators continue to be in compliance with APCD permit requirements.

QTR 4

On Target

Strategic Plan Measure (2.3.218)

Scorecard Area : Business Processes



Owner: RICHARD SHACKLEY - Department: 2-Engineering & Planning - FY: 2007

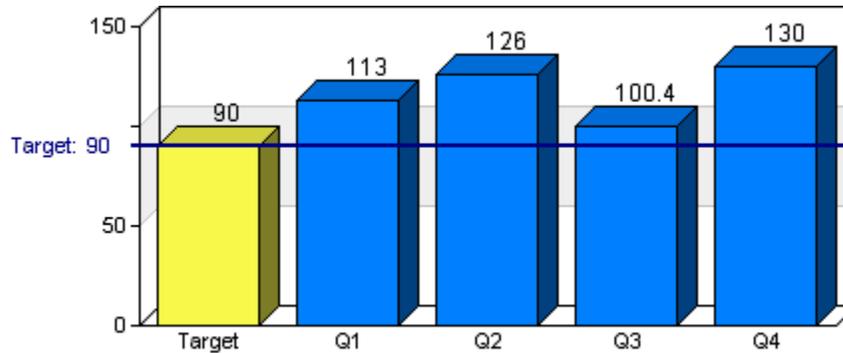
Title:

Construction Inspection Productivity Index

Description

Measures productivity of construction inspectors. In an effort to provide adequate coverage and QA / QC - on assigned CIP, developer, and recycled water irrigation projects, the inspection division will perform a minimum average of 3 project visits each day.

Results:



Report Summary:

QTR 1

On Target

During the first quarter of FY 2007, the Inspectors performed a combined total of 597 project visits with a combined total of 183 work days available resulting in an average 3.4 project visits per day.

QTR 2

On Target

During the second quarter of FY 2007, the Inspectors performed a combined total of 472 project visits with a combined total of 138 work days available resulting in an average 3.8 project visits per day.

QTR 3

On Target

During the third quarter of FY 2007, the Inspectors performed a combined total of 468 project visits with a combined total of 150 work days available resulting in an average 3.1 project visits per day.

QTR 4

On Target

During the fourth quarter of FY 2007, the Inspectors performed a combined total of 594 project visits with a combined total of 152 work days available resulting in an average 4 visits per day. No lost time accidents occurred during this quarter.

Strategic Plan Measure (3.2.308)

Scorecard Area : Financial



Owner: RITA BELL - Department: 3-Finance - FY: 2007

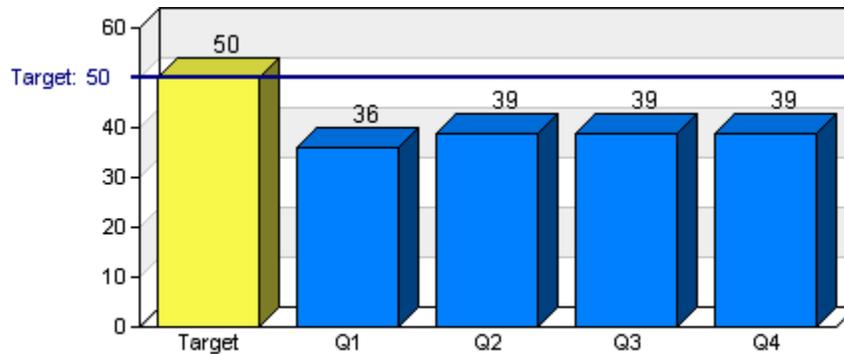
Title:

Water Rate Ranking

Description

District's average customer bill as compared to other agencies in San Diego County

Results:



Report Summary:

QTR 1

On Target

This is based on the budget presentation. We will be updating for 7/1/06 and 1/1/07.

QTR 2

On Target

This was updated as of 1/1/07.

QTR 3

On Target

This was updated on 1/1/07.

QTR 4

On Target

Same as last quarter.

Strategic Plan Measure (3.2.309)

Scorecard Area : Financial



Owner: RITA BELL - Department: 3-Finance - FY: 2007

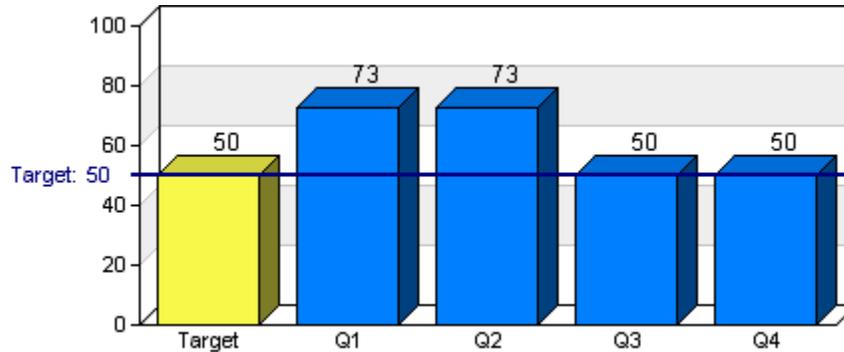
Title:

Sewer Rate Ranking

Description

District's average customer bill as compared to other agencies in San Diego County

Results:



Report Summary:

QTR 1 ■ Behind Target

With sewer debt included we are 11th out of 15. Without sewer debt we are 5th out of 15.

QTR 2 ■ Behind Target

This is as of 1/1/07.

QTR 3 ■ On Target

Using a new expanded survey of more water Districts in the region, Otay is now ranked at the 50th percentile compared to 28 other agencies.

QTR 4 ■ On Target

Same as last quarter.

Strategic Plan Measure (3.1.302)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

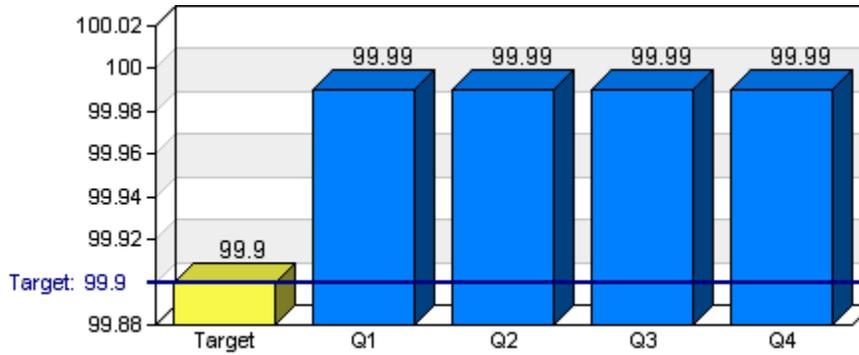
Title:

Meter Reading Accuracy

Description

percent of correct reads

Results:



Report Summary:

QTR 1

On Target

Otay's meter reading accuracy continues to be the highest among water agencies.

QTR 2

On Target

QTR 3

On Target

Meter reading accuracy is higher than the industry standard.

QTR 4

On Target

Meter reading accuracy continues to be higher than the industry standard.

Strategic Plan Measure (3.1.303)



Scorecard Area : Customer

Owner: ALICIA MENDEZ-SCHOMER - Department: 3-Finance - FY: 2007

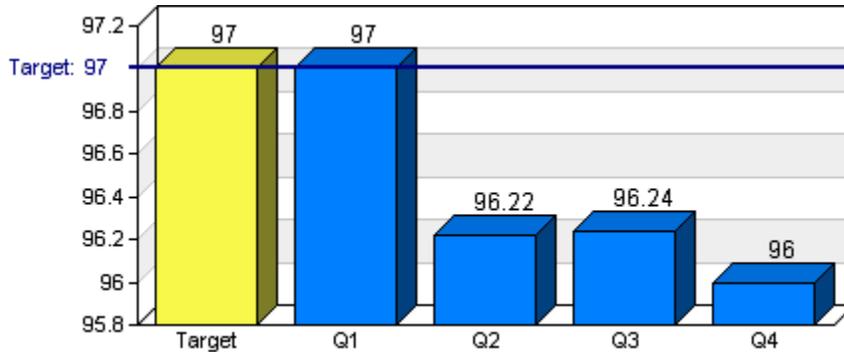
Title:

Answer Rate

Description

percent of calls as a measure of all calls received

Results:



Report Summary:

QTR 1

■ On Target

The goal of 97% answer rate was reached this quarter. Staff continues to focus on answering calls quickly and efficiently. We expect service level to continue to show improvements.

QTR 2

■ Behind Target

The target was not met for this quarter. Staff continues to focus on answering calls quickly and efficiently and has made strides in meeting this goal.

QTR 3

■ Behind Target

The goal for this quarter was not met. Staff continues to work toward answering each call quickly and efficiently. We expect service levels to continue to show improvement.

QTR 4

■ Behind Target

The goal for this quarter was not met. The result was 96.52%. Staff continues to work toward answering each call quickly and efficiently. We expect service levels to continue to show improvements.

Strategic Plan Measure (3.1.300)

Scorecard Area : Customer



Owner: ALICIA MENDEZ-SCHOMER - Department: 3-Finance - FY: 2007

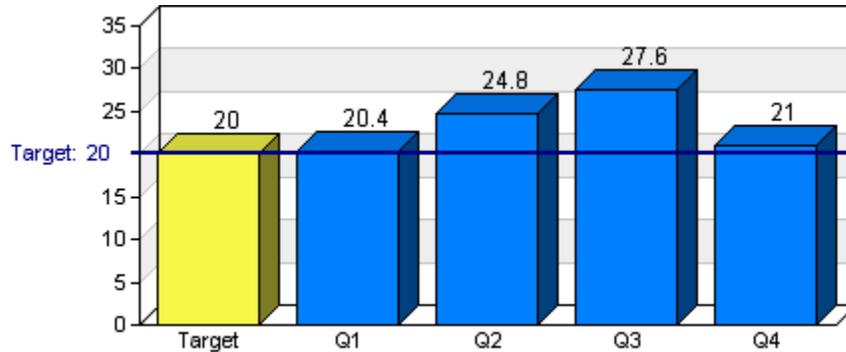
Title:

Alternative Payments

Description

track by type of payments:credit cards, postal annex, ACH, and internet payments

Results:



Report Summary:

QTR 1

On Target

Target of 20% of total payments was met this quarter. Customers are becoming more familiar and comfortable with non-traditional methods of payment and we expect the trend to continue.

QTR 2

On Target

This goal was met for this quarter. Customers continue to become comfortable with non-traditional methods of payments.

QTR 3

On Target

The goal was met for this quarter. Customers continue to gain a comfortable level with non-traditional methods of payments. We expect this number to continue to increase as we introduce the 24/7 IVR payment access.

QTR 4

On Target

The goal was met for this quarter. Customers continue to gain a comfort level with non-traditional methods of payments. We expect this number to increase as a result of the 24/7 access to payment options.

Strategic Plan Measure (1.2.104)

Scorecard Area : Financial



Owner: STEPHEN DOBRAWA - Department: 1-Administrative Services - FY: 2007

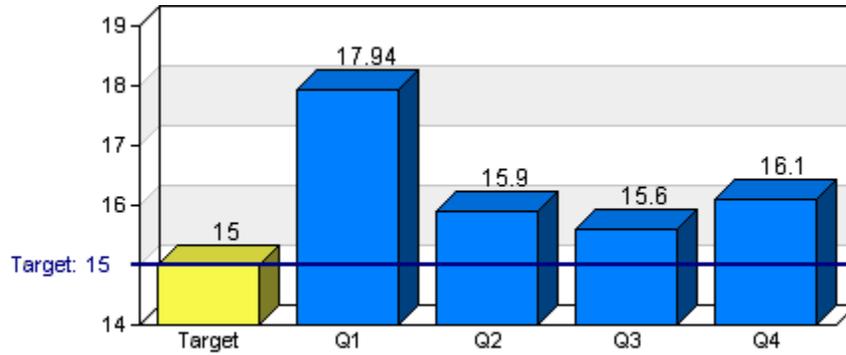
Title:

Blanket Order Activity

Description

Percentage of material purchases acquired via blanket POs

Results:



Report Summary:

QTR 1

On Target

QTR 2

On Target

QTR 3

On Target

Meeting standard.

QTR 4

On Target

Meets standard

Strategic Plan Measure (3.1.304)

Scorecard Area : Customer



Owner: ELAINE HENDERSON - Department: 3-Finance - FY: 2007

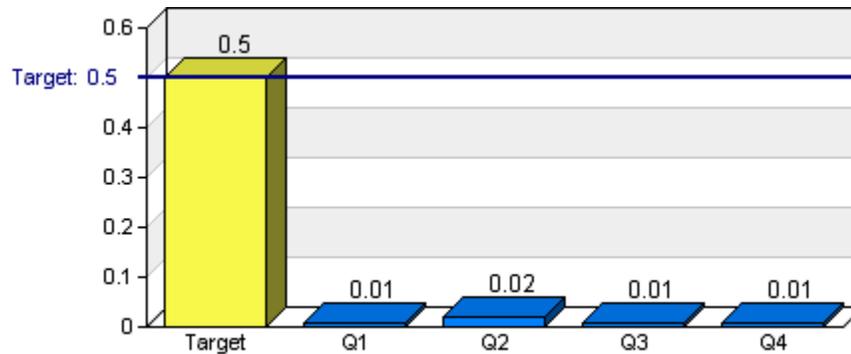
Title:

Write-offs

Description

ratio of write offs to total sales

Results:



Report Summary:

QTR 1 ■ On Target

The write-off amount for this quarter was considerably lower than normal because of a focus on getting delinquent accounts to the collection agency.

QTR 2 ■ On Target

QTR 3 ■ On Target

QTR 4 ■ On Target

Strategic Plan Measure (3.2.310)

Scorecard Area : Financial



Owner: JAMES CUDLIP - Department: 3-Finance - FY: 2007

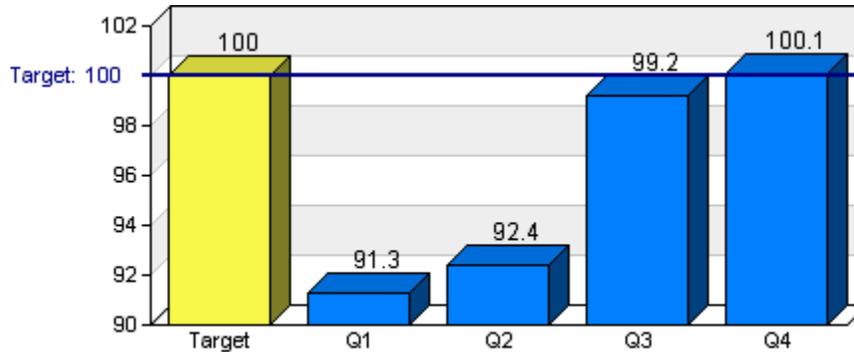
Title:

Return on Investment

Description

average rate of return on investment

Results:



Report Summary:

QTR 1 ■ Behind Target

QTR 2 ■ Behind Target

The Agency's Return on Investment (ROI) is increasing as older, lower interest rate investments mature and are replaced with current investments that have returns higher than LAIF.

QTR 3 ■ Behind Target

QTR 4 ■ Ahead of Target

Strategic Plan Measure (3.2.311)

Scorecard Area : Financial



Owner: RITA BELL - Department: 3-Finance - FY: 2007

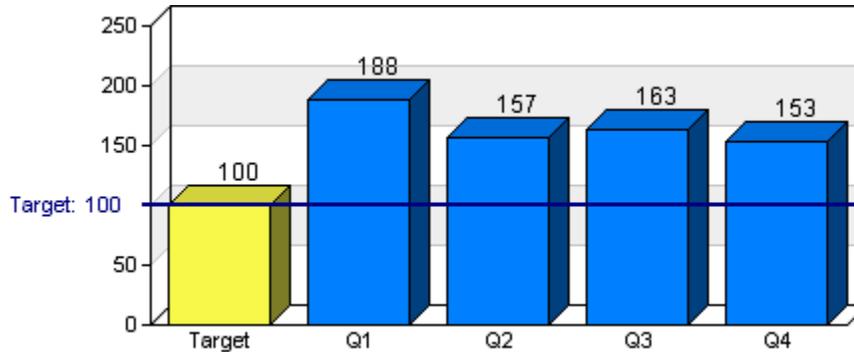
Title:

Overtime Percentage

Description

comparing actual to budgeted overtime to monitor costs

Results:



Report Summary:

QTR 1 ■ Behind Target

The Operations Department is the main reason we are over. Water Systems has most of the overtime and double time.

QTR 2 ■ Behind Target

Most of the overtime is in the Operations department. The actual is higher than budget because of a change in personnel's shifts, which reduces shift pay and increases overtime. This will be addressed in the FY 2008 budget.

QTR 3 ■ Behind Target

Most of the overtime is in the Operations department. The actual is higher than budget because of a change in personnel's shifts, which reduces shift pay and increases overtime. This will be addressed in the FY 2008 budget.

QTR 4 ■ Behind Target

Most of the overtime is in the Operations department. The actual is higher than budget because of a change in personnel's shifts, which reduces shift pay and increases overtime. This will be addressed in the FY 2008 budget.

Strategic Plan Measure (2.2.204)

Scorecard Area : Financial



Owner: HOSSEIN JUYBARI - Department: 2-Engineering & Planning - FY: 2007

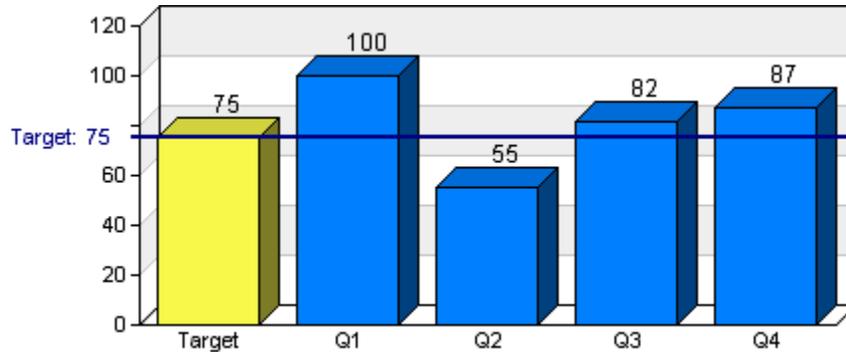
Title:

CIP Projects Expenditures vs Budget

Description

Compares quarterly CIP expenditures with budget. Extract data from CIP Quaterly Report using Grand Total numbers.

Results:



Report Summary:

QTR 1

On Target

Source: Expenditure report from IG

QTR 2

Behind Target

The target has not been met due to loss of engineering staff.

QTR 3

On Target

The target for the year will be met during the next quater.

QTR 4

On Target

witin target range of 75%

Strategic Plan Measure (2.3.220)

Scorecard Area : Business Processes



Owner: RONALD RIPPERGER - Department: 2-Engineering & Planning - FY: 2007

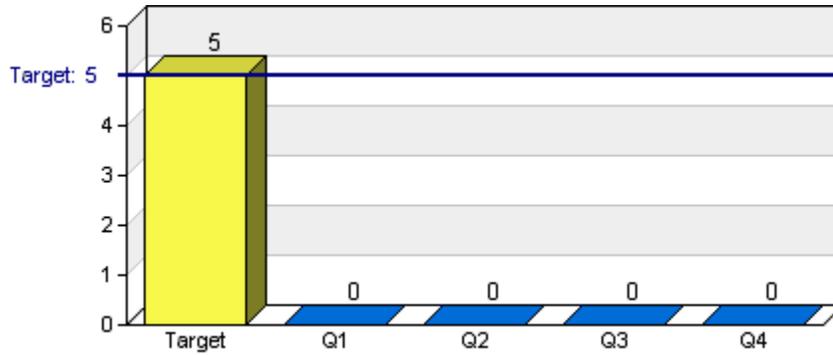
Title:

Construction Claims Rate

Description

To measure the claims rate for construction projects. Extract data from construction division.

Results:



Report Summary:

QTR 1

On Target

For 1st Q only - does not include 2006 or before claims

QTR 2

On Target

The projects that were used are the following:

30" Recycled Water Pipeline (R2022)

450-1 Reservoir (R2001)

680-1 Pump Station (R2004)

LOPS Paving (P2258)

QTR 3

On Target

No claims for the third quarter.

QTR 4

On Target

No claims for the fourth quarter.

Strategic Plan Measure (4.3.403)

Scorecard Area : Business Processes



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

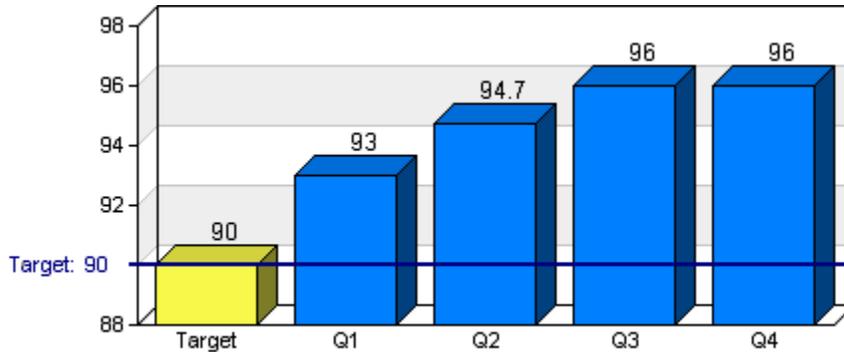
Title:

Percentage of Strategic Plan Goals on Track

Description

Percentage of Strat Plan Goals on Track

Results:



Report Summary:

QTR 1	<input checked="" type="checkbox"/> On Target
54 of 58 including 3 behind schedule and 1 no report	
QTR 2	<input checked="" type="checkbox"/> On Target
54 of the 57 are On-schedule or Ahead of schedule, including 2 behind and one completed	
QTR 3	<input checked="" type="checkbox"/> On Target
Only 2 items are behind aschedule.	
QTR 4	<input checked="" type="checkbox"/> On Target
54 of 56 on target ahead or complete	

Strategic Plan Measure (4.3.404)

Scorecard Area : Business Processes



Owner: MING ZHAO - Department: 4-Information Technology - FY: 2007

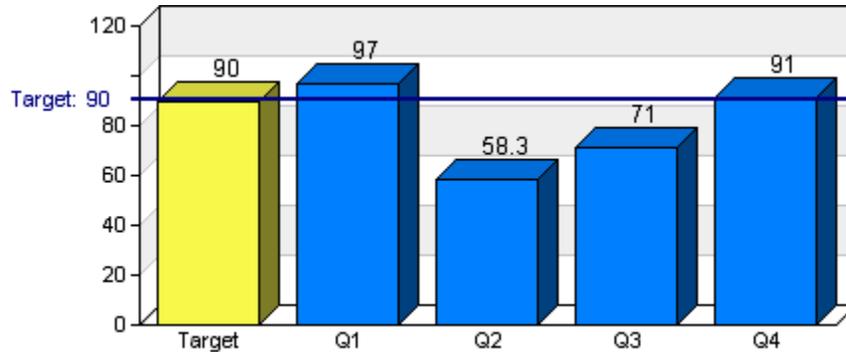
Title:

GIS Update Frequency

Description

how quickly do additions to our infrastructure get updated in the GIS system

Results:



Report Summary:

QTR 1

■ On Target

QTR 2

■ Behind Target

GIS data update is upon the survey collection of the appurtenant points shot by survey group. Due to the vacancy of survey technician for this quarter, there are 10 as-builts haven't been surveyed yet. Besides the above reason, GIS staff are experiencing heavy worker load due to the vacancy of one GIS technician and one GIS analyst. We hope we can catch up on the 3rd quarter.

QTR 3

■ Behind Target

We are catching up with the new GIS staff on board. But we are still in the transition mode and picking up the projects.

QTR 4

■ On Target

Strategic Plan Measure (1.2.106)

Scorecard Area : Financial



Owner: WILLIAM GRANGER - Department: 1-Administrative Services - FY: 2007

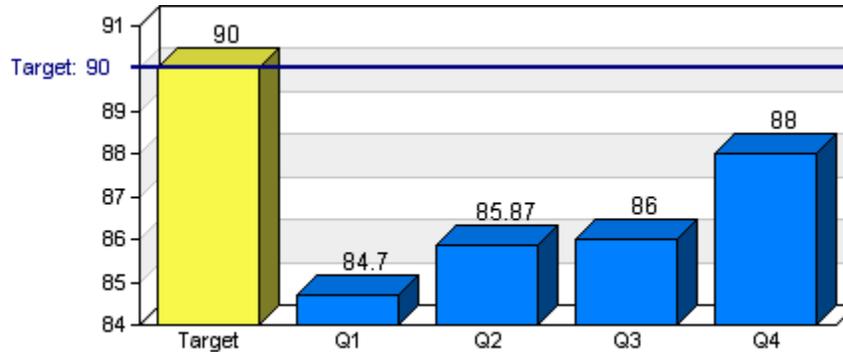
Title:

Total Water Saved

Description

Estimate of water saved per year through conservation programs (voucher programs and landscape surveys)

Results:



Report Summary:

QTR 1

Behind Target

For the first quarter we are slightly behind schedule for our target. We are 85% of our 1st quarter target and our goal is to be within 90%.

QTR 2

Behind Target

We are currently at 86% of our target and our goal is to be within 90% of our target water savings for the quarter. With the surge in interest in ULFTs because of the March 31, 2007 program end, and the continued installation of High Efficiency Toilets in new construction, we expect to be close if not at 90% by the end of the 3rd quarter.

One factor that has affected our ability to reach our goals is the slowdown in the economy and its impact on the purchase of High Efficiency Clothes washers. Compared to last year at this time, we have seen a 38% decrease in program activity. New homes are taking longer to sell and fewer people are purchasing clothes washers or refinancing to remodel their homes.

QTR 3

Behind Target

We should be in better shape next quarter, as there was a surge in toilet voucher requests right up until the March 31, 2007 deadline. Otay customers requested 2,263 vouchers compared to 614 a year ago. Since the program has ended, it is anticipated that fewer than 30% of the vouchers will not be redeemed. Historically, there was a 30% "drop out" rate on the redeemed vouchers. The customer had until the end of April to use the voucher and the retailers then have another month to submit their invoices to CWA.

There is an increase in the number of vouchers redeemed for the clothes washer voucher program, commercial programs and interest in our residential and large landscape incentive programs has picked up dramatically since January. We expect that this will get us closer to our target by the end of this fiscal year.

QTR 4

Behind Target

Strategic Plan Measure (1.2.106)

Scorecard Area : Financial



Owner: WILLIAM GRANGER - Department: 1-Administrative Services - FY: 2007

Our fiscal year savings target was very ambitious this year and we came very close to meeting our goal (88% and our goal was 90%). Our savings goal of 1,412.6 AFY was 20% higher than last year's realized savings of 1,164.5 acre-feet. We increased our annual water savings by 80.64 acre feet. There was a surge in toilet voucher activity near the end of this fiscal year, but since these new ULFTs and HETs were only in place for the last month of the fiscal year it affects our savings figures.

Strategic Plan Measure (5.3.516)

Scorecard Area : Business Processes



Owner: DONALD ANDERSON - Department: 5-Operations - FY: 2007

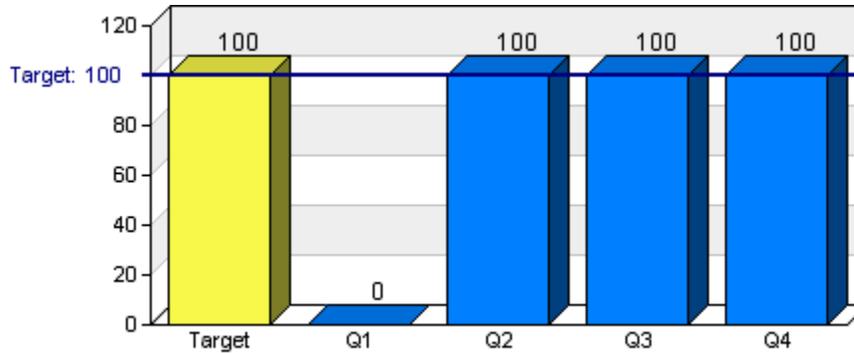
Title:

Pump Efficiency Testing

Description

have vendor perform pump efficiency testing on 50% of the potable water pumps each year. Vendor would test the pumps with in a four week period.

Results:



Report Summary:

QTR 1

Behind Target

No testing performed this quarter because testing is done during low water demands to minimize impact to operations. We will start testing in February.

QTR 2

On Target

We reached our goal for fiscal year 2007.

QTR 3

On Target

We have met our goals for the 2007 fiscal year.

QTR 4

Complete

We have completed pump testing for 50% of the District, goal was met for this fiscal year.

Strategic Plan Measure (5.3.517)

Scorecard Area : Business Processes



Owner: DONALD ANDERSON - Department: 5-Operations - FY: 2007

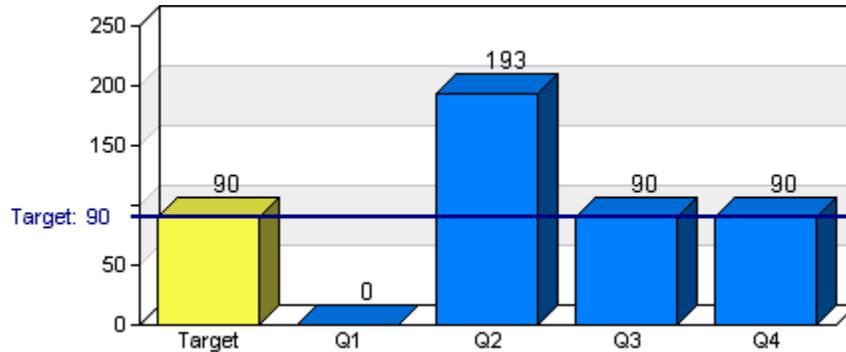
Title:

Automatic Control Valve Testing

Description

Test operation and preventive maintenance on all automatic valves semi-annually

Results:



Report Summary:

QTR 1

Behind Target

prv testing is behind due to under staffing.

QTR 2

On Target

Exceeded our goal of 95%

QTR 3

On Target

We are on schedule at this time.

QTR 4

Complete

We have met our goal for this fiscal year.

Strategic Plan Measure (5.1.503)

Scorecard Area : Customer



Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

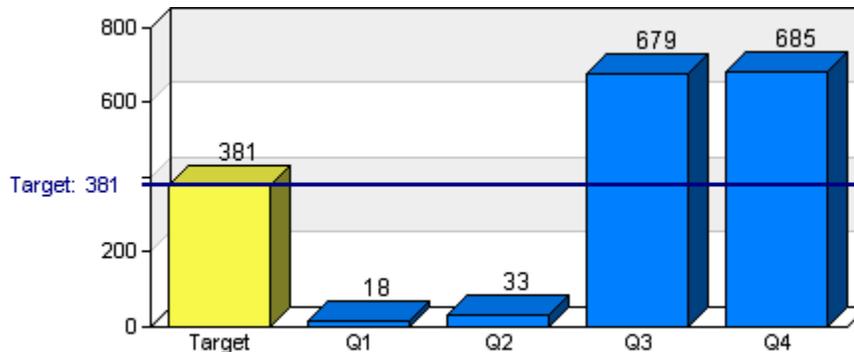
Title:

Valve Exercising Program

Description

Maintenance of distribution systems' infrastructure to ensure minimal interruption of Potable Water delivery to the customer

Results:



Report Summary:

QTR 1

Behind Target

Valve Maintenance spent a majority of their time this quarter completing work on routes that they had already exercised valves in. This work included fire hydrant maintenance and general painting.

QTR 2

Behind Target

The number of valves exercised for this quarter is low due to time needed in preparation for exercising in new routes. Other contributing factors include a planned CWA shutdown where no valves were exercised as a precaution, and planned vacations during the Holidays.

QTR 3

Ahead of Target

Valve exercising is ahead of schedule for the 3rd quarter.

QTR 4

Ahead of Target

Valve exercising for the 4th quarter of FY 2007 is ahead of target.

Strategic Plan Measure (5.3.518)

Scorecard Area : Business Processes



Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

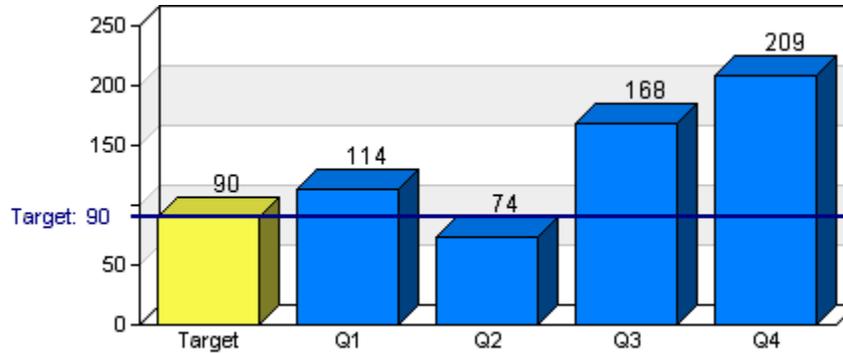
Title:

Main Flushing Program

Description

To ensure water quality is maintained in areas of reduced velocity or low usage. Most flushing system will be done during the winter months

Results:



Report Summary:

QTR 1

■ On Target

flushing for this quarter is on pace for our yearly goal of 200 main flushed per year

QTR 2

■ Behind Target

Main flushing is behind schedule due to staff taking needed time to prepare new routes to flush. Other contributing factors include a CWA shutdown where no flushing was completed due to limited flows, and staff taking vacation time during the Holiday season.

QTR 3

■ Ahead of Target

Main flushing is ahead of schedule for FY 2007.

QTR 4

■ Ahead of Target

Main flushing for FY 2007 was ahead of the target of 200 mains per year by 209%.

Strategic Plan Measure (1.4.111)

Scorecard Area : Learning and Growth



Owner: DAVID BURPEAU - Department: 1-Administrative Services - - FY: 2007

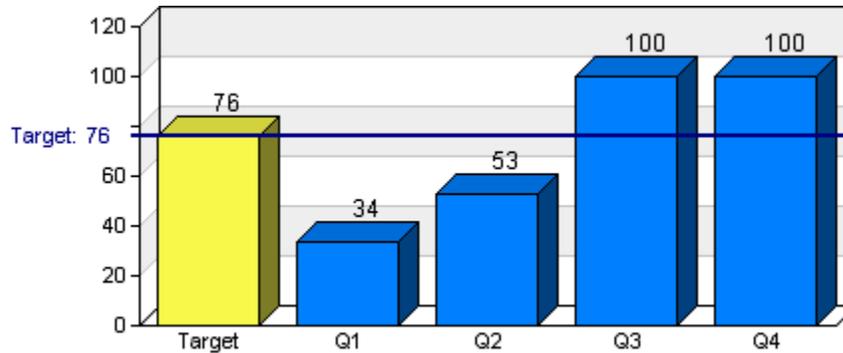
Title:

Safety Training Program

Description

During the fiscal year, Safety&Risk Administration will provide a minimum of 8 safety training programs at which 90% of field employees shall attend. Supervision will be required to ensure that their staff has attended the classes as provided and track their employee's status.

Results:



Report Summary:

QTR 1

■ On Target

34 employees completed safety training this quarter

QTR 2

■ On Target

The number of employees that completed safety training this quarter is 19. The cumulative result is 53.

QTR 3

■ Complete

The goal of 90% of field staff receiving eight safety courses has been completed with a total of 100% of staff participating and completing

QTR 4

■ Complete

The total number of staff trained was in met at 76 - This means 100% completion of the goal

Strategic Plan Measure (1.4.113)



Scorecard Area : Learning and Growth

Owner: DAVID BURPEAU - Department: 1-Administrative Services - FY: 2007

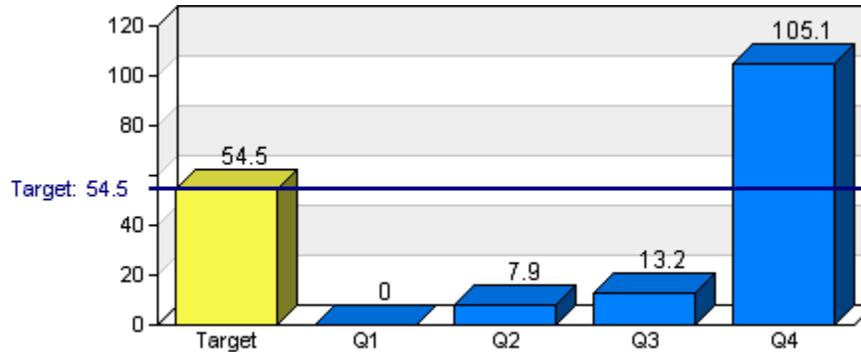
Title:

Employee H&S Severity Rate (QualServe)

Description

Number of lost work days per 100 employees- strive to maintain below industry standard

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Org Dev	54.5	105	7	37.8	126.9	9.9	54.5	126.9

Report Summary:

QTR 1 ■ Ahead of Target

on target

QTR 2 ■ On Target

6 lost days due to illness or injury (cumulative)
labor hours are cumulative through 2 quarters

QTR 3 ■ On Target

The result is the projected year end score

12 = Number of lost work days
cumulative work hours 217000

QTR 4 ■ On Target

187*200,000/171*2080

Strategic Plan Measure (5.3.520)

Scorecard Area : Business Processes



Owner: LARRY OLDS - Department: 5-Operations - FY: 2007

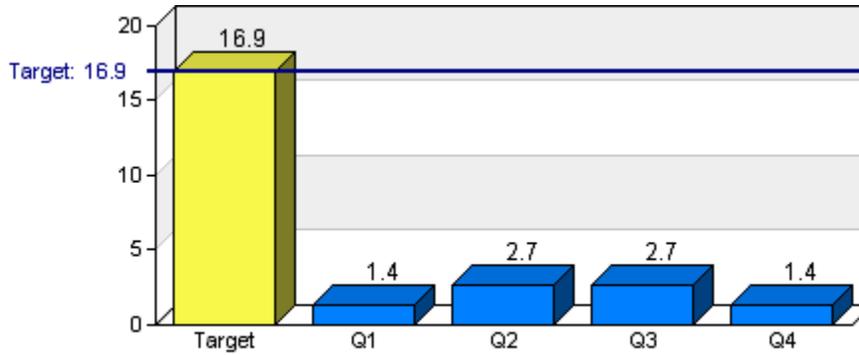
Title:

Recycled Water System Integrity

Description

Tracks number of leaks or breaks per 100 miles of water distribution system

Results:



Report Summary:

QTR 1 ■ Ahead of Target

16.9% is Qualserve top 25% of western utilities. We are well below that figure.

QTR 2 ■ Ahead of Target

16.9% is Qualserve top 25% of western utilities. We are well below that figure.

QTR 3 ■ Ahead of Target

16.9% is Qualserve top 25% of western utilities. We are well below that figure.

QTR 4 ■ Ahead of Target

Strategic Plan Measure (5.3.521)



Scorecard Area : Business Processes

Owner: RICHARD ACUNA - Department: 5-Operations - FY: 2007

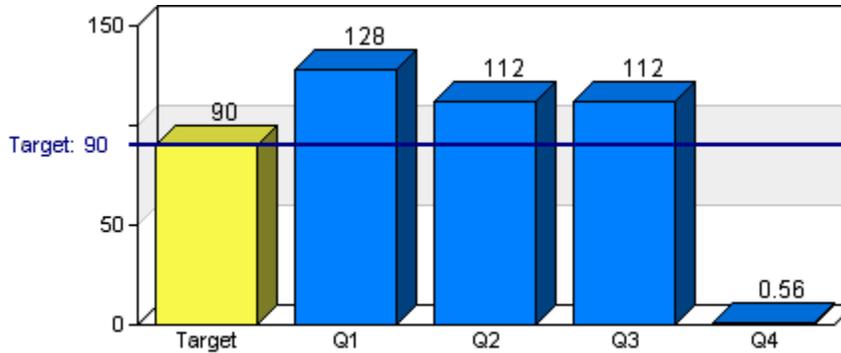
Title:

Air Vac Update Program

Description

Measures the # of potable air vacs updated to DHS standards. This is a new DHS requirement that requires raising existing underground AV'S to above ground.

Results:



Report Summary:

QTR 1	Ahead of Target
QTR 2	Ahead of Target
QTR 3	Ahead of Target
QTR 4	Complete

Under target for this period. However we exceeded our fiscal year target number of 100 for the year. We upgraded 102.

Strategic Plan Measure (5.3.523)

Scorecard Area : Business Processes



Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

Title:

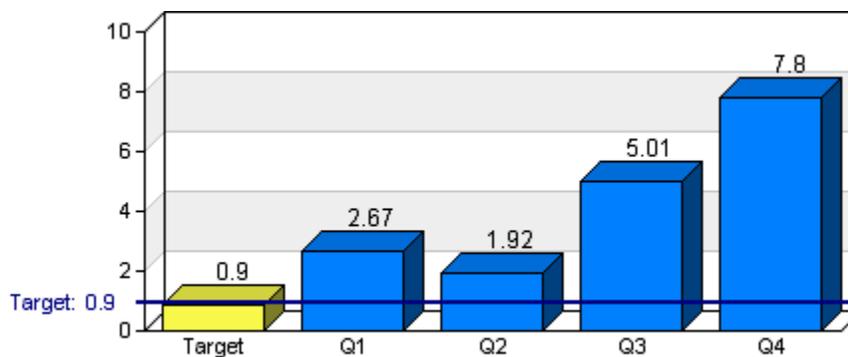
Planned Water Service Disruption Rate (QualServe)

Description

Quantifies the number of planned water outages experienced by the utility customer expressed as number of accounts affected per 1000 accounts

***Comments- Justification for the 40th percentile: The District is currently in the process of a valve replacement program which increases the number of needed planned shutdowns. In addition, with the District's growth rate, many planned shutdowns are needed to tie in new pipelines to existing pipelines. When the District's growth and valve program slows down, we will reevaluate the need for the 40th percentile.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Customer Relations	.9	9.7	.2	.6	1.6	.3	.9	3.9

Report Summary:

QTR 1 ☐ Behind Target

This measure was not met by 0.1. This is mainly because of planned shutdowns in the ID-1 area to replace valves.

QTR 2 ☐ Behind Target

This measure has not been met for this quarter with 1.92 customers experiencing planned shutdowns per 1000 customers.

QTR 3 ☐ Behind Target

Planned water disruptions were higher than the qualserve western region at the 25th percentile due to planned shutdowns for valve upgrades in the ID-1 area.

QTR 4 ☐ Behind Target

Strategic Plan Measure (5.3.523)

Scorecard Area : Business Processes



Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

Planned water service disruptions did not meet the QualServe target of 0.9. for quarter 4 of FY 2007. There were 8 planned shutdowns affecting 373 accounts during this quarter. 4 of these shutdowns were for developer projects and the remaining 4 were for valve replacement projects.

Strategic Plan Measure (5.3.522)

Scorecard Area : Business Processes



Owner: JACOB VACLAVEK - Department: 5-Operations - FY: 2007

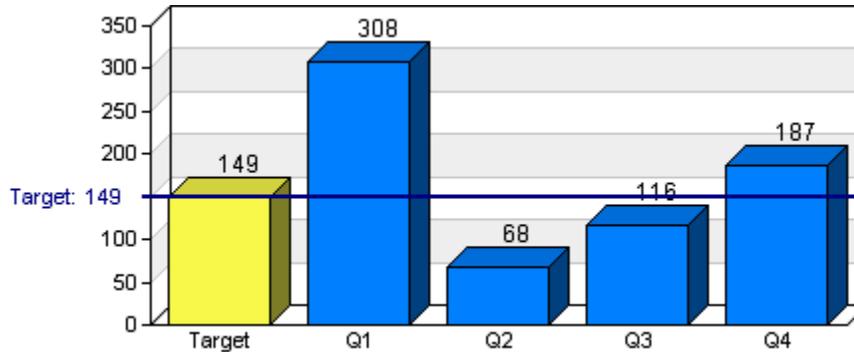
Title:

Fire Hydrant Maintenance

Description

Measures the number of fire hydrants serviced

Results:



Report Summary:

QTR 1

■ On Target

Valve Maintenance spent a majority of their time on this task for this quarter. This was done so they could complete the work needed on routes where they had already exercised valves.

QTR 2

■ Behind Target

Fire hydrant maintenance is behind schedule for this quarter. This is due to staff taking needed time to prepare routes for fire hydrant maintenance.

QTR 3

■ Ahead of Target

Fire hydrant maintenance is ahead of schedule in the 3rd quarter.

QTR 4

■ Ahead of Target

Fire hydrant maintenance is ahead of target for quarter 4 of FY 2007.

Strategic Plan Measure (2.1.200)

Scorecard Area : Customer



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

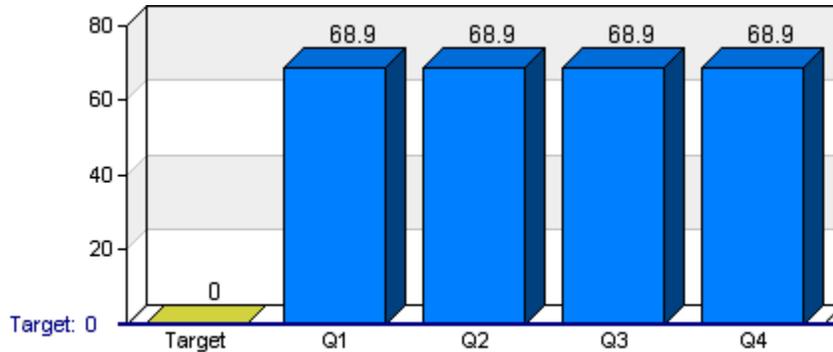
Title:

Recycled Water Supply versus Demand

Description

Determines the percentage of recycled water demand met with potable water.

Results:



Report Summary:

QTR 1

Behind Target

Potable water supplement to meet recycled water demands will substantially reduce once the supply from the SBWRP is on line scheduled to begin in March 2007. The demand and supply numbers are for fiscal year 2006.

QTR 2

Behind Target

Potable water supplement to meet recycled water demands will substantially reduce once the supply from the SBWRP is on line scheduled to begin in March 2007. The demand and supply numbers are for fiscal year 2006.

***Target status modified to "on target" as discussed from the FEB 2007 Strat Plan Review

QTR 3

Behind Target

Potable water supplement to meet recycled water demands will substantially reduce once the supply from the SBWRP is on line. Recycled water system testing operations began in March 2007. Normal supply operation should begin in April 2007. The demand and supply numbers are for fiscal year 2006.

QTR 4

Behind Target

Potable water supplement to meet recycled water demands have stopped since the supply from the SBWRP began in May 2007. The demand and supply numbers for reporting purposes are for fiscal year 2006.

Strategic Plan Measure (2.2.201)

Scorecard Area : Financial



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

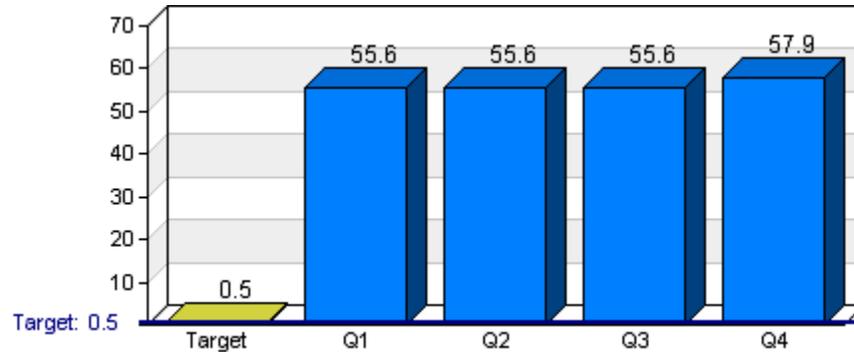
Title:

Grant Funds

Description

Measures the percentage of grants awarded compared to relevant grant proposals submitted.

Results:



Report Summary:

QTR 1

■ Ahead of Target

There are three grant proposals submitted that are pending notification of award. Considering these three the success rate would be 66.7%.

Number of grants applied for is 18.

Number of grants awarded is 10.

Number of grants not acquired is 5.

Number of grants pending notification is 3.

QTR 2

■ Ahead of Target

There are three grant proposals submitted that are pending notification of award. Considering these three the success rate would be 66.7%.

Number of grants applied for is 18.

Number of grants awarded is 10.

Number of grants not acquired is 5.

Number of grants pending notification is 3.

QTR 3

■ Ahead of Target

There are three grant proposals submitted that are pending notification of award. Considering these three the success rate would be 66.7%.

Number of grants applied for is 18.

Number of grants awarded is 10.

Number of grants not acquired is 5.

Number of grants pending notification is 3.

QTR 4

■ Ahead of Target

Strategic Plan Measure (2.2.201)

Scorecard Area : Financial



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

There are three grant proposals submitted that are pending notification of award. Considering these three the success rate would be 73.7%.

Number of grants applied for is 19.

Number of grants awarded is 11.

Number of grants not acquired is 5.

Number of grants pending notification is 3.

For this quarter: San Diego County Water Authority Local Investigations and Studies Assistance (LISA) Grant Funding Program for Groundwater Conjunctive Use Studies and Investigations. Project Title: US Geological Survey Study of the San Diego Formation for Potential In-lieu Conjunctive Use. Grant Funds Requested: \$1,500,000 or 50% of costs which ever is less. Estimated amount of Matching Funds: \$1,500,000. Otay and SWA are co-applicants in this LISA Program Grant with SWA as lead agency.

Strategic Plan Measure (2.3.210)

Scorecard Area : Business Processes



Owner: JAMES PEASLEY - Department: 2-Engineering & Planning - FY: 2007

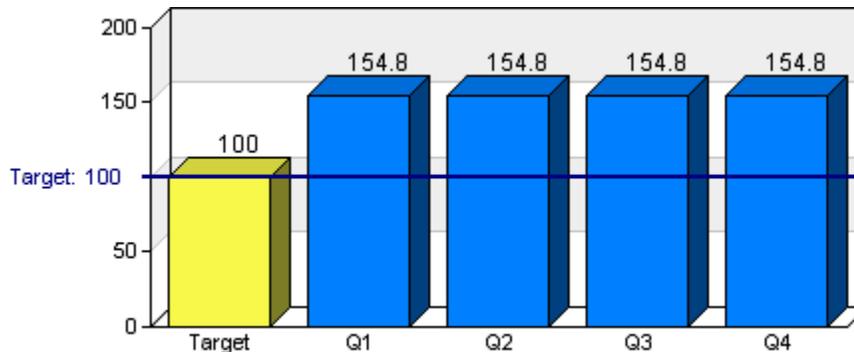
Title:

Sewer Collection Disposal Capacity

Description

Measures sewer disposal capacity versus the total sewer collection rate.

Results:



Report Summary:

QTR 1

On Target

There is sufficient sewer collection disposal capacity for quite sometime into the future. The disposal capacity comprises of 1.231 mgd in Metro and about 1.2 mgd at the RWCWRF totaling about 2.43 mgd. The sewer collection rate is for fiscal year 2006.

QTR 2

On Target

There is sufficient sewer collection disposal capacity for quite sometime into the future. The disposal capacity comprises of 1.231 mgd in Metro and about 1.2 mgd at the RWCWRF totaling about 2.43 mgd. The sewer collection rate is for fiscal year 2006.

QTR 3

On Target

There is sufficient sewer collection disposal capacity for quite sometime into the future. The disposal capacity comprises of 1.231 mgd in Metro and about 1.2 mgd at the RWCWRF totaling about 2.43 mgd. The sewer collection rate is for fiscal year 2006.

QTR 4

On Target

There is sufficient sewer collection disposal capacity for quite sometime into the future. The disposal capacity comprises of 1.231 mgd in Metro and about 1.2 mgd at the RWCWRF totaling about 2.43 mgd. The sewer collection rate is for fiscal year 2006.

Strategic Plan Measure (1.2.105)

Scorecard Area : Financial



Owner: STEPHEN DOBRAWA - Department: 1-Administrative Services - - FY: 2007

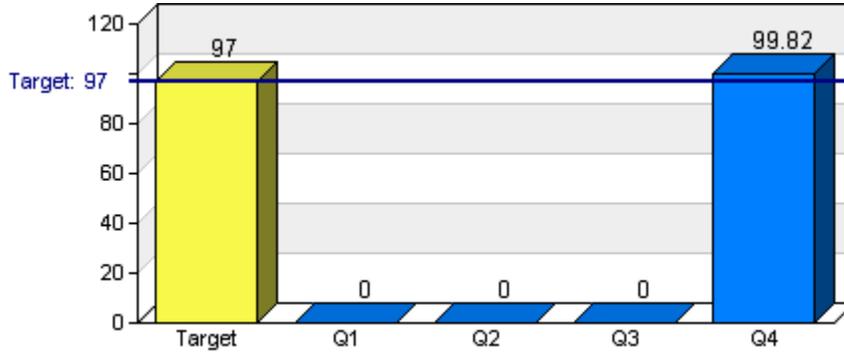
Title:

Inventory Accuracy

Description

Inventory Loss

Results:



Report Summary:

QTR 1 Not Started Yet

Annual Measure in June 2007

QTR 2 Not Started Yet

QTR 3 Not Started Yet

Fourth quarter measure.

QTR 4 On Target

Meeting standard

Strategic Plan Measure (1.1.103)

Scorecard Area : Customer



Owner: ARMANDO BUELNA - Department: 1-Administrative Services - FY: 2007

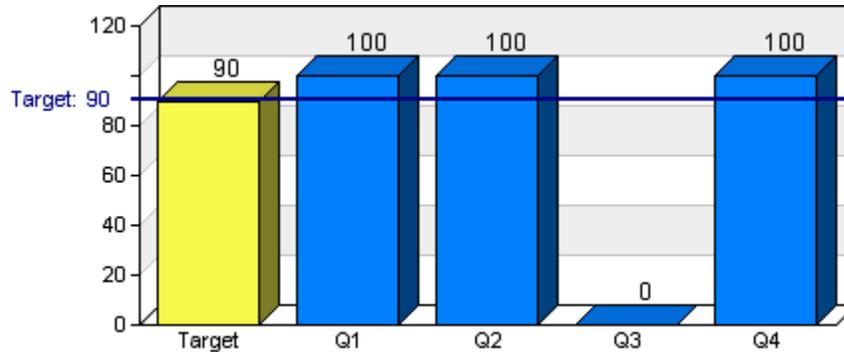
Title:

Public Relation Plan Execution

Description

Measures implementation of public outreaches, 50th anniversary, and recycled water outreach plans

Results:



Report Summary:

QTR 1

On Target

Staff updated the Community and Government Outreach Plan. The plan has a number of elements, all of which are being implemented.

QTR 2

On Target

The Community and Government Outreach Plan includes a number of elements, all of which are being implemented. While dates for events change or get pushed-back, planning continues and staff works to take advantage of new opportunities as they arise.

QTR 3

No Report

No Report

QTR 4

On Target

Best available data..

Strategic Plan Measure (4.4.405)



Scorecard Area : Learning and Growth

Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

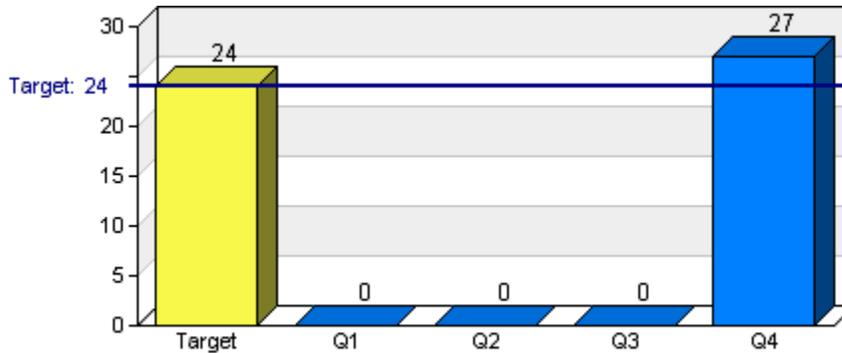
Title:

Organizational Best Practices Index (QualServe)

Description

To summarize the utility's implementation of management programs or practices important to the company. The practices include: Strategic planning, Long-term financial planning, Risk management planning, optimized asset management, Performance measurement, Customer Involvement, and Continuous improvement.

Results:



Benchmark:

Category	Target	Result	All Participants			Western Region		
			Top	Median	Bottom	Top	Median	Bottom
Org Dev	24	28	28.4	24	17	29.6	24	21

Report Summary:

QTR 1	<input type="checkbox"/> Not Started Yet
QTR 2	<input type="checkbox"/> Not Started Yet
QTR 3	<input type="checkbox"/> Not Started Yet
QTR 4	<input checked="" type="checkbox"/> On Target

Strategic Plan Measure (4.4.405)

Scorecard Area : Learning and Growth



Owner: GEOFFREY STEVENS - Department: 4-Information Technology - FY: 2007

Index on 1-5 scale
Strat Plan 5/5
Long term Fin Plan 5/5/
Risk mgt 4/5
Perf meas 4/5
Opt Aset mgmnt 3/5
Cust Inv 4/5
Cont Imp 2/5/