

CORRECTED ATTACHMENT TO ITEM 6 - UPDATE ON 2023 PERFORMANCE MEASURES AND ACCOMPLISHMENTS

Strategic Alignment
Department Activities & Performance Measures
Engineering and External Affairs

Customer Service

Goal - Keep customers, city officials and other stakeholders well-informed and provide new/improved customer tools to enhance service delivery.

Provide excellent service by keeping customers and stakeholders well informed, providing new and improved tools, providing timely and accurate billings, and being responsive to their needs.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Maximize customer registration with WaterSmart portal (percent registered)	30%	29%	50%	38%
Maximize customer registration with AutoPay and e-Bills (percent registered)	50%	48%	55%	55%
Maintain a past due balance below \$350,000 via shut-offs and/or the utilization of restriction devices. (percent at or below dollar threshold)	100%	93%	100%	100%
Inspect 100% of meter vaults annually, inspect/repair 33% (1/3) of service pressure regularors annually, inspect/repair 20% of meter boxes annually. (percent achievement; all categories)	100%	100%	100%	100%
Create and conduct a customer satisfaction survey bi-annually (100% complete every other year).	0%	100%	100%	100%
Inspect and test 100% of backflow prevention devices annually.	100%	100%	100%	100%
Conduct 300 irrigated area budget reviews annually.	100%	100%	100%	100%
Achieve a positive rating from the customer survey of at least 3/5 for timely and accurate billings	n/a	3.6	3	n/a
Achieve a positive rating from the customer survey of at least 3/5 for customer service staff being courteous and knowledgeable in their interactions with customers and responsive to customer inquiries.	n/a	3.7	3	n/a

Public Information

Goal - Keep customers, city officials and other stakeholders well-informed and provide new/improved customer tools

Provide excellent service by keeping customers and stakeholders well informed, providing new and improved tools, providing timely and accurate billings, and being responsive to their needs.

Performance Measure	FY2023 Proposed	FY2023 Projected	FY2024 Proposed	FY2024 Proposed
Perform public outreach to customers and stakeholders on drought messaging and other important initiatives and receive a positive rating of at least 3/5 on being well informed based on the customer satisfaction survey.	n/a	3.7	3	n/a
Provide tours of the Pure Water Project Las Virgenes - Triunfo Demonstration Facility and other District/JPA facilities (at least 24 annually) to the public, schools, elected officials, industry personnel, and community leaders.	12	85	24	88

Strategic Alignment
Department Activities & Performance Measures
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Conservation

Goal - Support Customers to Meet Water Use Efficiency Standards

Achieve State mandated water use standards at the District level by the year 2027 (AB 1668/SB606) and minimize the amount of non-efficient use of water by customers.

Performance Measure	FY2023 Proposed	FY2023 Projected	FY2024 Proposed	FY2024 Proposed
Reduce water consumption (both drinking and recycled water) by 20% compared to 2020 (% reduction)	20%	21%	20%	25%
Reduce wasteful water use by at least 80% by 2027 as compared to 2020 (% reductions annually)	30%	68%	50%	67%
Achieve and maintain monthly average of 85% of customers within water budget (average monthly % of customers within water budget)	60%	75%	85%	72%

Goal - Eliminate the Discharge of Pollutants to Malibu Creek and Preserve the Beauty of the Watershed

Maintain water efficient and aesthetic landscaping that maximizes ecosystem benefits at all District facilities.

Performance Measure	FY2023 Proposed	FY2023 Projected	FY2024 Proposed	FY2024 Proposed
Maintain highly efficient water use landscaping and irrigation practices at District facilities. (monthly average % within water budget)	100%	100%	100%	100%
Reduce the size of turf and other inefficient landscaping at District facilities (% reduction)	0%	0%	50%	50%
Implement landscape changes at Westlake Filter Plant Ops Building, Equestrian Tank, Rancho Composting Admin Building, Tapia to reduce turf, maximize native plantings (% complete)	50%	0%	75%	75%
Develop and implement plan for erosion control on slopes around Headquarters facilities. Complete by installations by July 1, 2024. (% complete)	50%	25%	100%	100%
Develop plan and complete rehabilitation of planters and subsurface waterproofing in front patio area at entrance to headquarters. (% complete)	20%	0%	100%	0%
Develop long-term landuse plan for District Sprayfields. (% complete)	20%	10%	50%	50%

Goal - Reduce LVMWD's Carbon Footprint

Complete the development and participate in the implementation of a Climate Action Plan and other energy conservation initiatives in collaboration with the Facilities and Operations Department

Performance Measure	FY2023 Proposed	FY2023 Projected	FY2024 Proposed	FY2024 Proposed
Complete hiring process for contractor and complete Climate Action Plan. (% complete)	100%	80%	100%	100%

Strategic Alignment
Department Activities & Performance Measures
Engineering and External Affairs

Engineering

Goal - Improve LVMWD's Water Supply Reliability

Diversify the District's water supply portfolio via completion of the Pure Water Project; repair, replace or improve the water, wastewater and recycle water infrastructure to maintain reliable, high quality, and efficient service 24 hours a day and 365 days a year.

Performance Measure	FY2023 Proposed	FY2023 Projected	FY2024 Proposed	FY2024 Proposed
Complete and adopt the EIR for Pure Water Project and initiate design/build services by July 1, 2023. Progress design to at least 50% completion level by July 1, 2024.	100%	100%	100%	60%
Complete sewer pipe assessment study and replacement plan	50%	0%	100%	0%
Complete water pipe assessment study and replacement plan	50%	0%	100%	20%
Execute and substantially complete or progress with multi-year projects and programs at least 70% of the planned, budgeted and active projects being managed by the Engineering division as scheduled in the IIP/CIP on an annual basis.	100%	31%	70%	52%

* n/a represents new performance measures - no data available

Strategic Alignment
Department Activities & Performance Measures
Facilities and Operations

F&O Administration

Goal - Highly Effective Workforce

Maintain appropriate staffing levels across all operating divisions within the Facilities and Operations department.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Implement cross training between tapia and rancho along with adding of two one thousand hour Operate -in-training positions (positions cross-trained)	6	2	6	6
Provide staff training on the technology used to provide Pure Water. This will allow staff to better educate the public. (number of training events)	2	2	2	2
Continue demonstration facility cross training with all District staff to ensure improved skills and knowledge of leading technologies.	4	4	4	4

Goal -Innovations and Efficient Operations

Explore opportunities for enhancing energy efficient across all district enterprises to achieve cost savings (avoided costs) and to reduce carbon footprint.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Implementation of energy efficiency projects such as Recycled Water pump station battery Storage project, and solar project /battery Storage project at Rancho. Perform additional study to identify future energy efficiency projects based on latest CPUC rules.	1	1	1	1

Facilities

Goal - Protection of Public Health and Environment

Operate district facilities to provide reliable services and achieve regulatory compliance.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Assess equipment for replacement and repair based on maintenance cost records or useful life cycles.	5	6	5	5

Goal - Sound Planning and Appropriate Investment

Maintain district assets with an emphasis on maximizing facilities equipment lifecycle cost, reliability, and cost saving

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Perform timely equipment preventive maintenance and use Upkeep maintenance management system to track work order and record keeping.	Yes	Yes	Yes	Yes
Clean and videotape a minimum of 20% of sanitary sewer. Identify any areas needing repair and budget accordingly.	11 miles	11 miles	11 miles	11 miles

Strategic Alignment
Department Activities & Performance Measures
Facilities and Operations

Water Operations

Goal - Sound Planning and Appropriate Investment

Maintain district assets with an emphasis on maximizing facilities equipment lifecycle cost, reliability, and cost saving

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Continue operations and maintenance of the demonstration facility to ensure readiness for public tours.	Yes	Yes	Yes	Yes

Goal -Innovations and Efficient Operatons

Explore opportunities for enhancing energy efficient across all district enterprises to achieve cost savings (avoided costs) and to reduce carbon footprint.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Implement smart devices and/or artificial intelligence to monitor system processes for high performance. Continue artificial intelligence grant work to reduce chemical and energy costs.	1	1	1	1

Reclamation Operations

Goal - Protection of Public Health and Environment

Operate district facilities to provide reliable services and achieve regulatory compliance.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Minimize exceedances to the various permits conditions for Tapia and Rancho include NPDES (N and P), and Sanitary Sewer Overflow.	Yes	Yes	Yes	Yes

Goal - Innovative and Efficient Operations / Protection of Health and Environment

Obtain favorable National Pollution Discharge Elimination System (NPDES) permit that satisfies environmental and regulatory requirements while protecting ratepayers from excessive compliance costs.

Performance Measure	FY2023 Proposed	FY2023 Projected	FY2024 Proposed	FY2024 Projected
Request and obtain regulatory approved and favorable NPDES permit conditions that would reduce operating cost while achieve the protection of the environment.	Yes	Yes	Yes	Yes

Strategic Alignment
Department Activities & Performance Measures
Finance and Administration

Finance Administration

Goal - Sound Planning and Appropriate Investment

Effectively administer the stewardship of public resources through responsible fiscal management and planning by achieving optimal rate of return on investments.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Rate of return on portfolio (measures performance to benchmarks)	100%	100%	100%	100%
Present annual review of the Investment Policy	Yes	Yes	Yes	Yes

Goal - Sound Financial Management

Complete risk assessment of agency-wide internal processes to insure proper internal controls are in place to protect public assets.

Performance Measure	FY2023 Proposed	FY2023 Actual*	FY2024 Proposed	FY2024 Projected
Number of Internal Audits Completed	5	0	2	2

*Outside consultant hired - performed initial risk assessment.

Finance and Accounting

Goal - Sound Financial Management

Prepare the highest quality of budget and financial reporting documents that provide accountability and transparency and go beyond the minimum requirements of best practices and generally accepted accounting principles.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Receive GFOA Certificate of Achievement for Excellence in Financial Reporting	Receive Award	Received Award	Receive Award	Receive Award
Receive GFOA Distinguished Budget Presentation Award	Receive Award	Received Award	Receive Award	Receive Award

Goal - Sound Financial Management

Provide information necessary for Board to make strategic decisions related to the financial position of the Agency.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Timely closing of month/fiscal year accounting records by the 10th business day of the month.	11 mos.	11 mos.	11mos.	11mos.

Strategic Alignment
Department Activities & Performance Measures
Finance and Administration

Goal - Highly Effective Workforce

Review and update policies and procedures to strengthen internal controls and foster an environment of continuous improvement.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Updated Policies & Procedures (number of policies)	4	4	5	5
Cross train key tasks and functions within the Accounting Division	5	5	5	5
Automate processes using ERP system (number of processes)	2	2	2	2

Human Resources

Goal - Highly Effective Workforce

Develop and enhance recruitment, selection, and retention strategies to attract, recruit, and retain a highly effective and diverse workforce.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Develop quality and diversity of applicant pools (number of failed recruitments)	0	0	0	0
Administer two new hire surveys within first six months of employment and annual survey of all others	Yes	Yes	Yes	Yes
Minimize percentage of non-retirement voluntary turnover	<5%	4.03%	<5%	<5%

Goal - Highly Effective Workforce

Increase competency among supervisory staff and expand development opportunities for growth to non-supervisory staff.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Administer one new supervisor training for completion within first six months of assuming position; annual for current supervisors.	Yes	No	Yes	Yes
Provide cross-training, interim appointments, career paths, and internal promotion opportunities.	Yes	Yes	Yes	Yes

Goal - Highly Effective Workforce

Increase the effectiveness of performance evaluation process.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Reduce the number of delinquent performance appraisals (Percent of appraisals overdue by over two weeks)	<5%	10%	<5%	<5%

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Finance and Administration

Information Systems

Goal - Sound Financial Management

Increase awareness and reliability on District security Systems.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Number of clicks on phishing/smshing tests	<7	<6	<6	<6

Goal - Innovative and Efficient Operations

Increase accessibility, reliability, and redundancy by using cloud-based services and mobile applications.

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Percentage of systems hosted within cloud-based platforms	60%	60%	60%	60%

Goal - Highly Effective Workforce

Provide staff with tools, information, and data needed to facilitate service delivery through Information

Performance Measure	FY2023 Proposed	FY2023 Actual	FY2024 Proposed	FY2024 Projected
Number of requests submitted via the ITSM portal	550	1475	550	1500