



Board of Directors
November 6, 2019

SUBJECT:

Fiscal Year 2018-19 Fourth Quarter Enterprise Performance Measures Update

BACKGROUND:

The purpose of this item is to provide the Board of Directors with a quarterly update of the Enterprise Measures developed by Executive Management to monitor the District's business performance.

These measures provide the Board of Directors indicators of business performance, track and record progress on strategic objectives, and identify areas in need of attention. Twelve measures were identified and monitored in the following areas: Efficiency, Reliability, Service, Safety, and Financial Performance.

These measures are reflected on the summary report attached as Exhibit A and further explained on the detailed presentation attached.

FINANCIAL IMPACT:

None

STRATEGIC PLANNING GOAL/OBJECTIVE:

Deliver the highest quality products and services in a cost-effective and efficient manner by leveraging workforce, technology, and business partnerships to implement industry-leading processes and practices.

ENVIRONMENTAL IMPACT:

This item is not a project as defined in the California Environmental Quality Act Code of Regulations, Title 14, Chapter 3, Section 15378.

RECOMMENDATION:

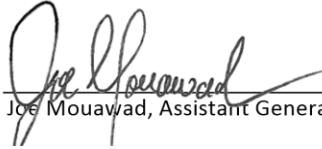
This item is informational only.

SUBMITTED BY:



Paul D. Jones II, P.E., General Manager

10/24/2019



Joe Mouawad, Assistant General Manager

10/23/2019

Attachment(s):

*Exhibit A - Summary Report
Presentation*

History:

10/29/19 Board Executive Committee REVIEWED AT COMMITTEE

11/06/19 Board Meeting

Staff Contact: John Ward