



## STAFF REPORT

**TO:** Chairman and Board Members  
**FROM:** Mark Foree, General Manager  
**DATE:** October 10, 2016  
**SUBJECT:** Presentation of TMWA Goals and Objectives Results for Fiscal Year 2016

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### Discussion of Results

Please find attached an at-a-glance summary as well as the detailed measurement results for TMWA's corporate and departmental goals for the 2016 fiscal year. Where appropriate, TMWA uses the American Water Works Association (AWWA) Benchmarking Survey Results for some of the goals to measure against.

### **Organization Goals**

Customer Satisfaction ended the year with a 92.9% score (totally or mostly satisfied) for residential customers which is in the "outstanding" range and a 92.9% score (totally or mostly satisfied) for commercial customers, which is also in the "outstanding" range. We met the service level goal of 80% of calls answered within 35 seconds, with a result of 81%

In the "efficiency" category which includes tracking the number of accounts per employee and millions of gallons per day (MGD) of water delivered per employee compared to national benchmarks, TMWA's scores were in the top quartile.

TMWA Safety Goal #1, "Safety Incident Rate", had a result of 5.47 incidents per 200,000 manhours which is significantly higher than the 2.6 average incident rate for water supply & irrigation systems with 50-249 employees; the good news is that most of the injuries were minor and the employees were able to make their next scheduled shift. The preventable vehicle accidents had a result of 6.25 accidents per 1,000,000 miles driven, which is slightly higher than the industry average of 5.61; all vehicle accidents were also minor, with no injuries and all accidents did not involve a third party. After we experienced 2-3 vehicle accidents involving stationary objects which could have been avoided, we instituted a new vehicle safety protocol; the 360° walk-around. Two of the accidents we had involved the same employee and has since been moved into a non-driving, position within TMWA. Over the summer, we had defensive driving classes through our insurance company for all TMWA employees.

In the Finance area, we met the goal of updating the 5-year funding plan for TMWA and on a TMWA consolidated utility basis met the goal of ratings preserved, reaffirmed post-merger and

improved TMWA's S&P rating to AA stable. TMWA refunded (refinanced) its 2006 Bonds, and obtained gross savings of approximately \$15.0 million on a \$124.8 million refunding with net present value savings of 10% while eliminating \$22.8 million in outstanding principal.

Both capital and O&M spending were under budget – capital spending was approximately \$20.7 million (29%) under budget and O & M spending was approximately \$4.3 million (8.2%) under budget.

### **Department Goals**

Other summaries highlighting the results of the individual departmental benchmarks are also shown in the table. In the Treatment area, while still in a drought, staff was able to meet the target for treatment cost per million gallons, and the treatment staff continued to challenge itself by meeting the effluent turbidity total of 0.10 NTU's 100% of the time, which is an "outstanding" rating.

In the Distribution area, we exceeded the goal in Hydro plant availability (99.3% vs. a goal of 95%). Unplanned customer outage hours compared to national benchmarks were in the top quartile for outages less than 4 hours in duration, but were in the bottom quartile for outages between 4 - 12 hours. We were between the median and top quartile for the planned customer outage hours less than 4 hours in duration, but were in the bottom quartile for outages between 4 – 12 hours.

For Customer Service, we did not meet the average call handle time goal of 4 minutes, 30 seconds with a result of 4 minutes 45 seconds. The reasons for not meeting this goal were due to the high volume and length of calls regarding the merger, drought, flat-rate conversion and a high turn-over rate at the call center. However, we met our remaining goals: with the write off to revenue goal (0.25% or less) at 0.14%; far exceeded our backflow retrofit goal of 125 with a total of 210 retrofits last year; and, our customer tours and workshops were also more popular than ever with 23 held (compared to a goal of 18) with record attendance.

In the Natural Resources area all goals were met, particularly the implementation of the Truckee River Operating Agreement (TROA) including assisting with the completion of the cities and county's obligation to provide 6,700 acre feet (AF) of Truckee River water rights for water quality purposes, which was a prerequisite to the implementation of TROA. TMWA has also maintained sufficient water rights with having over 6,700 AF in Rule 7 inventory and completed its 2016-2035 Water Resource Plan with the Board's approval in March.

Engineering and New Business goals continue to reflect major capital projects completed generally on time and approximately \$6.6 million below budget. For new business turnaround time goals, TMWA's results were at 73.6% versus 75% for meeting the 30-day turnaround goal and were nearly 100% for meeting the 60-day turnaround goal. This was a good result considering the large increase in projects at the close of the merger.



# **TRUCKEE MEADOWS WATER AUTHORITY**

## **GOALS & OBJECTIVES RESULTS**

**AT-A-GLANCE**

**FY 2016**

ORGANIZATION		AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	FY RESULTS	MET GOAL
Customer Satisfaction	<b>Goal 1:</b> Residential Customers Totally or Mostly Satisfied.	71%-81% = Good 82%-86% = Excellent 86% + = Outstanding	% of residential customer's satisfaction	At least 86% residential customer satisfaction	92.9%	Goal Met
	<b>Goal 2:</b> Commercial Customers Totally or Mostly Satisfied.	77%-87% = Good 88%-90% = Excellent 90% + = Outstanding	% of commercial customer satisfaction	At least 90% commercial customer satisfaction	92.9%	Goal Met
	<b>Goal 3:</b> Meet the Vertex contract requirement of 80% of calls answered within 35 seconds.		% of calls answered within 35 seconds	80%	81%	Goal Met
Efficiency	<b>Goal 1:</b> Track customer accounts per employee and compare to national benchmark.	<ul style="list-style-type: none"> <li>• Top Quartile = 583</li> <li>• Median = 428</li> <li>• Bottom = 331</li> </ul>	# of accounts per employee	Top quartile	677	Goal Met
	<b>Goal 2:</b> Track average MGD delivered per employee and compare to national benchmark.	<ul style="list-style-type: none"> <li>• Top Quartile = 0.33</li> <li>• Median = 0.25</li> <li>• Bottom = 0.16</li> </ul>	Average MGD delivered per employee	Top quartile	0.39	Goal Met
Safety	<b>Goal 1:</b> TMWA will maintain a Safety Incident Rate (all medical accidents per 200,000 manhours worked). Industry Standard Bureau of Labor Statistics = 2.6 Average Incident Rate for Water Utility Systems.	4 + = Needs Improvement 2-4 = Good < 2 = Excellent.	Average number of incidents	Incident rate of 4 or less	5.47	Not Met
	<b>Goal 2:</b> Track Collisions Per Million Miles (CPMM) and compare against Network of Employers for Traffic Safety Fleet Safety Benchmark Report (Reporting for North America Only, All Vehicles).	Composite rating is 5.61 per 1,000,000 miles driven.	# of collision per 1,000,000 miles driven	5.61	6.25	Not Met

ORGANIZATION		AWWA BENCHMARK/ INDUSTRY STANDARD	MEASURE	TARGET	FY RESULTS	MET GOAL
Financial	<b>Goal 1:</b> Meet all bond covenants.		# of bond covenants met	100%	100%	Goal Met
	<b>Goal 2:</b> Meet or underspend Capital Commitments as approved by the Board.		\$ spent	Met or underspent	29% UNDERSPENT	Goal Met
	<b>Goal 3:</b> Meet or underspend O&M Budget Commitments		\$ spent	Met or underspent	8.2% UNDERSPENT	Goal Met
	<b>Goal 4:</b> Update Five Year Funding Plan.		Update completed	100%	100% - Presented @ March board meeting	Goal Met
	<b>Goal 5:</b> Preserve or improve TMWA's excellent credit ratings by the three major credit rating bureaus (AA- stable).		Maintain or improve credit ratings	AA- stable or better	Improved S&P rating to AA stable; Maintained Moody's Aa2 rating	Goal Met
	<b>Goal 6:</b> Complete merger for accounting/finance and financial reporting purposes.		Projection completed	100%	100%	Goal Met
	<b>Goal 7:</b> Create consolidated utility five year financial projection, for credit rating, and for future debt issuance/restructuring purposes.			Debt restructured, if savings realized	2006 Bonds refunded on a current basis for a NPV savings of \$15.0 million	Goal Met

DEPARTMENT		AWWA BENCHMARK/ INDUSTRY STANDARDS	MEASURE	TARGET	FY RESULTS	MET GOAL
Treatment	<b>Goal 1:</b> Meet the treatment costs set according to anticipated production.		Achieve \$/MG in the respective production category	24,000 = \$455/MG 25,000 = \$436/MG 26,000 = \$420/MG	\$425.79/MG	Goal Met
	<b>Goal 2:</b> Meet the benchmark of 0 MCL violations.	0 (Zero) MCL violations	# of MCL violations	0	0	Goal Met
	<b>Goal 3:</b> Maintain effluent turbidity 95% of the time at less than: 0.20 NTU is Good; 0.15 NTU is Excellent; 0.10 NTU is Outstanding.	<ul style="list-style-type: none"> <li>• 0.30 NTU = EPA Standard</li> <li>• 0.20 NTU = Good;</li> <li>• 0.15 NTU = Excellent;</li> <li>• 0.10 NTU = Outstanding</li> </ul>	NTU	≤ 0.10 NTU	<0.10 100% of the time	Outstanding
Distribution	<b>Goal 1:</b> Track system reliability by calculating unplanned disruptions per 1,000 customers and compare to national benchmarks.		# of unplanned disruptions/ 1,000 customers	Median or better		
	< 4 hours	Top = 0.31 Median = 1.30 Bottom = 2.73			2.65	Not Met
	4 – 12 hours	Top = 0.00 Median = 0.24 Bottom = 0.56			0.26	Not Met
	<b>Goal 2:</b> Track system reliability by calculating planned disruptions per 1,000 customers and compare to national benchmarks.		# of unplanned disruptions/ 1,000 customers	Median or better		
	< 4 hours	Top = 0.00 Median = 0.53 Bottom = 7.21			0.12	Goal Met
	4 – 12 hours	Top = 0.00 Median = 0.10 Bottom = 0.64			0.12	Not Met
	<b>Goal 3:</b> Maintain 95% Hydroelectric plant generation availability based on available River flows.		% hydro generation availability	95%	99.3%	Goal Met

DEPARTMENT		AWWA BENCHMARK/ INDUSTRY STANDARDS	MEASURE	TARGET	FY RESULTS	MET GOAL
Customer Service	<b>Goal 1:</b> Customer Call Center will average a call handle time of 4 minutes, 30 seconds or less.		Average handle time per call	4 min, 30 seconds or less	4 minutes, 45 seconds	Not Met
	<b>Goal 2:</b> Achieve a monthly average of 4 non-weather estimates on all meter reads.		Monthly average of non-weather estimates	4/month or less	3/year or 0.25/month	Goal Met
	<b>Goal 3:</b> The fiscal year average for disconnect for non-payment service orders to active accounts will be 0.30% or less.		% average of disconnects for non-payment	0.30% or less	.18%	Goal Met
	<b>Goal 4:</b> The write off to revenue will be 0.25% or less at fiscal year-end.		% of write off to revenue	0.25% or less	.14%	Goal Met
	<b>Goal 5:</b> Hold a minimum of 18 public workshops and/or tours with a primary focus on responsible water use and education.		# of public workshops and/or tours	18 or more	23	Goal Met
	<b>Goal 6:</b> Achieve 100% backflow testing compliance for all new construction and TMWA-owned devices, as well as 100% continued notification for backflow testing compliance for all existing customers.		% of backflow testing compliance achieved	100%	100%	Goal Met
	<b>Goal 7:</b> Complete 125 backflow retrofits.		# of backflow retrofits	125 or more	210	Goal Met
	<b>Goal 8:</b> Develop and implement Conservation Communication Plan for the 2016 irrigation season.		Plan completed and presented at the March 2016 Board meeting.	Plan approved	100% completed	Goal Met
	<b>Goal 9:</b> Conduct at least ten (10) public meetings, open houses and/or workshops on the draft 2016 – 2035 Water Resources Plan		# of public events on the draft 2015-2035 Water Resource Plan	10	10	Goal Met
	<b>Goal 10:</b> Create an enhanced, detailed communication plan for any public outreach, including the Water Resource Plan public meetings		Communication plan for public outreach completed	100%	100% completed	Goal Met

DEPARTMENT		MEASURE	TARGET	FY RESULTS	MET GOAL
Natural Resources	<b>Goal 1:</b> Complete Orr Ditch hearings on motion to amend the Orr Ditch Decree; defend appeals of Nevada State Engineer (NSE) Order 6035 and California State Water Resource Control Board Order 1651.	All TROA appeals finalized/completed	100%	100%	Goal Met
	<b>Goal 2:</b> Assist RSW with completion of 6700 af acquisitions; assist RSW using ILA monies from WRWC to file transfer applications on 6700 af acquisitions.	Completion of 6700 af acquisitions and assist RSW with transfers	100%	100%	Goal Met
	<b>Goal 3:</b> File petitions to dismiss U.S. v TCID and Pyramid Lake Paiute Tribe v California	Court cases dismissed	100%	100%	Goal Met
	<b>Goal 4:</b> Continue active role in maintaining sufficient water rights inventory, analyze purchase opportunities.	Maintain sufficient water rights inventory	Report to the Board monthly	We have over 6,700 AF in Rule 7 inventory	Goal Met
	<b>Goal 5:</b> Complete 2016-2035 Water Resource Plan	Water Resource Plan completed	100%	100%	Goal Met
	<b>Goal 6:</b> Turn around new business application water rights work within 10 days.	# of days turnaround new business application	10 days or less	5.05	Goal Met
	<b>Goal 7:</b> Mapping of 'as-built' drawings within 15 days of submittal of 'redline' drawing.	# of days mapping of 'as-built' drawings of 'redline' drawing submittal	15 days or less	2.81 Days	Goal Met

DEPARTMENT		AWWA BENCHMARK/ INDUSTRY STANDARDS	MEASURE	TARGET	FY RESULTS	MET GOAL
<b>Engineering &amp; New Business</b>	<b>Goal 1:</b> Continue cooperative coordination with Agencies and complete projects on schedule.	1 = Unacceptable 2 = Needs Improvement 3 = Good 4 = Commendable 5 = Outstanding	Average response rate	4 or higher	4.75	Goal Met
	<b>Goal 2:</b> Deliver required in-service dates for major capital projects on/under budget.		\$23,600,000	Met or underspent	\$17,022,125	Goal Met
	<b>Goal 3:</b> Continue to measure and report new business turnaround times. <u>Category:</u>	Number of Projects and turnaround times:	% turnaround in ≤ 30 days	75%	A. 14 – 70% B. 69 – 96% C. 27 – 59%	Not Met Goal Met Not Met
	A. Commercial with Main B. Commercial C. Subdivision	75% ≤ 30 days 100% ≤ 60 days	% turnaround in ≤ 60 days	100%	A. 20 – 100% B. 72 – 100% C. 45 – 98%	Goal Met Goal Met Not Met



# **TRUCKEE MEADOWS WATER AUTHORITY**

## **GOALS & OBJECTIVES**

### **DETAIL**

## **FY 2016**

## **RESULTS**



# ORGANIZATION GOALS

## Customer Satisfaction

GOALS		BENCHMARKS/ RATINGS	MEASURE	TARGET	FY RESULTS	MET GOAL
1	Using the Customer Satisfaction Survey TMWA will report the percentage of its residential customers that are totally or mostly satisfied with the overall performance of the Company on the following scale:	<ul style="list-style-type: none"> <li>71% - 81% = Good Performance</li> <li>82% - 86% = Excellent Performance</li> <li>86% + = Outstanding Performance</li> </ul>	% of residential customer's satisfaction	At least 86% residential customer satisfaction	92.9%	Goal Met
2	Using the Customer Satisfaction Survey TMWA will report the percentage of its commercial customers that are totally or mostly satisfied with the overall performance of the Company on the following scale:	<ul style="list-style-type: none"> <li>77% - 87% = Good Performance</li> <li>88% - 90% = Excellent Performance</li> <li>90%+ = Outstanding Performance</li> </ul>	% of commercial customer satisfaction	At least 90% commercial customer satisfaction	92.9%	Goal Met
3	Meet the Vertex revised contract requirement of 80% of calls answered within 35 seconds.		% of calls answered within 35 seconds	80%	81%	Goal Met



**ORGANIZATION GOALS**

**Efficiency**

	Goals	Benchmarks/ Ratings	Measure	Target	FY RESULTS	MET GOAL
1	Track customer accounts per employee and compare to national benchmark. Use most recent American Waterworks Association Benchmark Survey.	<b>AWWA Benchmark</b> <ul style="list-style-type: none"> <li>• Top Quartile = 583</li> <li>• Median = 428</li> <li>• Bottom = 331</li> </ul>	# of accounts per employee	Top quartile	677	Goal Met
2	Track average MGD delivered per employee and compare to national benchmark. Use most recent American Waterworks Association Benchmark Survey.	<b>AWWA Benchmark:</b> <ul style="list-style-type: none"> <li>• Top Quartile = 0.33</li> <li>• Median = 0.25</li> <li>• Bottom = 0.16</li> </ul>	Average MGD delivered per employee	Top quartile	0.39	Goal Met

**Notes:**

**Goal 1 Calculation:** 
$$\frac{122,631 \text{ Customer Accounts}}{181 \text{ Employees}}$$

**Goal 2 Calculation:** 
$$\frac{70.77 \text{ Average MGD}}{181 \text{ Employees}}$$



**ORGANIZATION GOALS**

**Safety**

Goals	Benchmarks/ Ratings	Measure	Target	FY RESULTS	MET GOAL
<b>1</b> TMWA will maintain a Safety Incident Rate graded on the following scale:  Needs Improvement: Incident rate over <b>4</b> Good: Incident rate of <b>2-4</b> Excellent: Incident rate of less than <b>2</b>	<b>Industry Standard Bureau of Labor Statistics 2013:</b> <ul style="list-style-type: none"> <li><b>2.6</b> Average Incident Rate for Water Supply &amp; Irrigation Systems (50-249 employees)</li> </ul>	Average number of incidents	Incident rate of 4 or less	5.47	Not Met
<b>2</b> Track Collisions Per Million Miles (CPMM) and compare against Network of Employers for Traffic Safety Fleet Safety Benchmark Report (Reporting for North America Only, All Vehicles).	<b>2013 CPMM for North America Only, All Vehicles:</b> <ul style="list-style-type: none"> <li>Composite rating is 5.61 per 1,000,000 miles driven.</li> </ul>	# of collision per 1,000,000 miles driven	5.61	6.25	Not Met

**Notes:**

**Goal 1 Definition:** A safety incident is any incident listed on the OSHA300 log. This excludes incidents that only required first aid treatment. Manhours by all employees is the sum of hours worked by full time, part time, temporary and seasonal employees during the reporting period.

**Calculation:**

$$\frac{12 \text{ incidents} \times 200,000 \text{ Manhours}}{438,596.56 \text{ Total Manhours}}$$

**Goal 2 Definition:** number of collisions per 1,000,000 miles driven.

**Calculation:**

$$\frac{7 \text{ Collisions} \times 1,000,000}{1,119,883 \text{ Total Mileage}}$$



**ORGANIZATION GOALS**

**Financial**

Goals		Measure	Target	FY RESULTS	MET GOAL
1	Meet all bond covenants.	# of bond covenants met	100%	100%	Goal Met
2	Meet or underspend the Capital Budget as approved by the Board.	\$ spent	Met or underspent	29% UNDERSPENT	Goal Met
3	Meet or underspend the O&M Budget as approved by the Board.	\$ spent	Met or underspent	8.2% UNDERSPENT	Goal Met
4	Update the 5-Year Funding Plan.	Update completed	100%	100% - Presented @ March board meeting	Goal Met
5	Preserve or improve TMWA's excellent credit ratings by the three major credit rating bureaus (AA- stable)	Maintain or improve credit ratings	AA- stable or better	Improved S&P rating to AA stable; Maintained Moodys Aa2 rating	Goal Met
6	Create 5-year financial projection, for credit rating, and for future debt issuance/restructuring purposes.	Projection completed	100%	100%	Goal Met
7	Investigate debt restructuring opportunities from a consolidated water utility perspective that can bring significant measurable savings from a long term perspective		Debt restructured, if savings can be realized	2006 Bonds refunded on a current basis for a NPV savings of \$15.0 million	Goal Met



**DEPARTMENT GOALS**

**Treatment**

	Goals	Benchmarks/ Ratings	Measure	Target	FY RESULTS	MET GOAL
1	Meet the treatment costs set according to anticipated production	<ul style="list-style-type: none"> <li>If Production is at or near 24,000 MG, TMWA will meet a cost of \$455/MG</li> <li>If Production is at or near 25,000 MG, TMWA will meet a cost of \$436/MG</li> <li>If Production is at or near 26,000 MG, TMWA will meet a cost of \$420/MG</li> </ul>	Achieve \$/MG in the respective production category	24,000 = \$455/MG 25,000 = \$436/MG 26,000 = \$420/MG	\$425.79/MG	Goal Met
2	Meet the benchmark of 0 (Zero) MCL violations.	0 (Zero) MCL violations	# of MCL violations	0	0	Goal Met
3	Maintain effluent turbidity 95% of the time.	At less than: <ul style="list-style-type: none"> <li>0.30 NTU = EPA Standard</li> <li>0.20 NTU = Good;</li> <li>0.15 NTU = Excellent;</li> <li>0.10 NTU = Outstanding</li> </ul>	NTU	≤ 0.10 NTU	<0.10 100% of the time	Outstanding

**Notes:**

**Goal 1 Calculation:**  $\frac{\$10,968,177.03 \text{ total treatment cost}}{25,759.31 \text{ MG produced}}$

## DEPARTMENT GOALS

### Distribution

Goals	Benchmarks/ Ratings	Measure	Target	FY RESULTS	MET GOAL	
1	Track system reliability by calculating unplanned disruptions per 1,000 customers and compare to national benchmarks.	AWWA Benchmark – A: Top = 0.31 Median = 1.30 < 4 hrs Bottom = 2.73	# of unplanned disruptions/1,000 customers <4 hrs	Median or better	2.65	Not Met
		AWWA Benchmark – B: Top = 0.00 Median = 0.24 4-12 hrs Bottom = 0.56	# of unplanned disruptions/1,000 customers between 4-12 hrs	Median or better	0.26	Not Met
2	Track system reliability by calculating planned disruptions per 1,000 customers and compare to national benchmarks.	AWWA Benchmark – A: Top = 0.00 Median = 0.53 < 4 hrs Bottom = 7.21	# of planned outages/1,000 customers <4 hrs	Median or better	0.12	Goal Met
		AWWA Benchmark – B: Top = 0.00 Median = 0.10 4-12 hrs Bottom = 0.64	# of planned outages/1,000 customers between 4-12 hrs	Median or better	0.12	Not Met
3	Maintain 95% Hydro Plant Generation availability when river flow is available for generation (excluding planned maintenance and rehab, weather limitations and catastrophic failures).		% hydro generation availability	95%	99.3%	Goal Met

**Notes:**

**Goal 1 A Calculation:** 
$$\frac{(1,000) 325 \text{ Total Disruptions}}{122,631 \text{ Total Customers}}$$

**Goal 1 B Calculation:** 
$$\frac{(1,000) 33 \text{ Total Disruptions}}{122,631 \text{ Total Customers}}$$

**Goal 2 A Calculation:** 
$$\frac{(1,000) 15 \text{ Total Disruptions}}{122,631 \text{ Total Customers}}$$

**Goal 2 B Calculation:** 
$$\frac{(1,000) 15 \text{ Total Disruptions}}{122,631 \text{ Total Customers}}$$



## DEPARTMENT GOALS

### Customer Service

Goals		Measure	Target	FY RESULTS	MET GOAL
1	Customer Call Center will have an average call handle time of 4 minutes, 30 seconds or less per call.	Average handle time per call	4 min, 30 seconds or less	4 minutes, 45 seconds	Not Met
2	Achieve a monthly average of 4 non-weather estimates on all meter reads.	Monthly average of non-weather estimates	4/month or less	3/year or 0.25/month	Goal Met
3	The fiscal year average for disconnect for non-payment service orders to active accounts will be 0.30% or less.	% average of disconnects for non-payment	0.30% or less	.18%	Goal Met
4	The write off to revenue will be 0.25% or less at fiscal year-end.	% of write off to revenue	0.25% or less	.14%	Goal Met
5	Hold a minimum of 18 public workshops and/or tours with a primary focus on responsible water use and education.	# of public workshops and/or tours	18 or more	23	Goal Met
6	Achieve 100% backflow testing compliance for all new construction and TMWA-owned devices, as well as 100% continued notification for backflow testing compliance for all existing customers.	% of backflow testing compliance achieved	100%	100%	Goal Met
7	Perform 125 backflow retrofits.	# of backflow retrofits	125 or more	210	Goal Met
8	Develop and implement Conservation Communication Plan for the 2016 irrigation season.	Plan completed and presented at the March 2016 Board meeting.	Plan approved	100% completed	Goal Met
9	Conduct at least ten (10) public meetings, open houses and/or workshops on the draft 2016 – 2035 Water Resources Plan	# of public events on the draft 2015-2035 Water Resource Plan	10	10	Goal Met
10	Create an enhanced, detailed communication plan for any public outreach, including the Water Resource Plan public meetings	Communication plan for public outreach completed	100%	100% completed	Goal Met



**DEPARTMENT GOALS**

**Natural Resources**

Goals		Measure	Target	FY RESULTS	MET GOAL
1	Complete Orr Ditch hearings on motion to amend the Orr Ditch Decree; defend appeals of Nevada State Engineer (NSE) Order 6035 and California State Water Resource Control Board Order 1651.	All TROA appeals finalized/completed	100%	100%	Goal Met
2	Assist RSW with completion of 6700 AF acquisitions; assist RSW using ILA monies from WRWC to file transfer applications on 6700 AF acquisitions.	Completion of 6700 AF acquisitions and assist RSW with transfers	100%	100%	Goal Met
3	File petitions to dismiss U.S. v TCID and Pyramid Lake Paiute Tribe v California	Court cases dismissed	100%	100%	Goal Met
4	Continue active role in maintaining sufficient water rights inventory, analyze purchase opportunities.	Maintain sufficient water rights inventory	Report to the Board monthly	We have over 6,700 AF in Rule 7 inventory	Goal Met
5	Complete 2016-2035 Water Resource Plan	Water Resource Plan completed	100%	100%	Goal Met
<b>New Services:</b>					
6	Turn around new business application water rights work within 10 days.	# of days turnaround new business application	10 days or less	5.05	Goal Met
7	Mapping of 'as-built' drawings within 15 days of submittal of 'redline' drawing.	# of days mapping of 'as-built' drawings of 'redline' drawing submittal	15 days or less	2.81 Days	Goal Met



# DEPARTMENT GOALS

## Engineering & New Business

Goals	Benchmarks/ Ratings	Measure	Target	FY RESULTS	MET GOAL
1 Continue cooperative coordination with Agencies and complete projects on schedule. Survey agency satisfaction with utility coordination effort.	Responses were averaged on a 5 point scale. 1 = Unacceptable 2 = Needs Improvement 3 = Good 4 = Commendable 5 = Outstanding	Average response rate	4 or higher	8 surveys returned  Avg Score of 4.75	Goal Met
2 Deliver required in-service dates for major capital projects on/under budget.		\$23,600,000	Met or underspent	See Details Below	Goal Met
3 Continue to measure and report new business turnaround times.  <b>Project Category</b> A. Commercial with Main B. Commercial C. Subdivision	Number of Projects and turnaround times:  75% ≤ 30 days 100% ≤ 60 days	% turnaround in ≤ 30 days	75%	A. 14 – 70% B. 69 – 96% C. 27 – 59%	Not Met Goal Met Not Met
		% turnaround in ≤ 60 days	100%	A. 20 – 100% B. 72 – 100% C. 45 – 98%	Goal Met Goal Met Not Met

**NOTES:**

**Goal 1:** Survey the satisfaction of the appropriate coordinators at the City of Reno, City of Sparks, Regional Transportation Commission, NV Energy, NDOT and Washoe County with TMWA's Street & Highway Program.

**Goal 2:**

<u>Project</u>	<u>-----Schedule-----</u>		<u>-----Expenditures-----</u>	
	<u>Goal</u>	<u>Actual</u>	<u>Budget</u>	<u>Actual</u>
STM Wells	6/1/16	7/15/16	\$ 3,000,000	\$ 2,629,047
No. Valleys Int.	6/10/16	6/30/16	\$17,800,000	\$10,078,193
A-C Drought Resp.	12/4/15	4/1/16	<u>\$ 2,800,000</u>	<u>\$ 4,314,885</u>
			\$23,600,000	\$17,022,125

Double Diamond Well #3 had property acquisition delays – construction deferred into FY17; Stead Main Ph. 2 moved to FY17 due to budget requirements for the North Valleys Integration project.

**Goal 3:** # of calendar days from application to first red-line review complete.