

Delivering Essential Services Metrics

<i>Strive for Best-in-Class</i>	
Metric	Target
Reduce distribution system leakage as percent of total supply, as defined by WA Department of Health	<=10%
Minimize residential garbage tonnage transported to landfill for disposal	<1 lb./person/day
Increase number of households enrolled into Utility Discount Program	Not quantified
SPU Clean City Sharps Collection, Illegal Dumping, and Graffiti Abatement programs meeting their targets	<=95% of the time
Limit sewer overflows to no more than 4 annually per 100 miles of pipe, on a two-year average	<=4 per 100 miles
<i>Provide Reliable and Rewarding Experiences</i>	
Metric	Target
Priority drinking water, drainage, and wastewater problems responded to within sixty minutes	>=90%
Less than 1 missed waste pick-up per 1K service stops	<=1
80% of customer calls responded to within 3 minutes	>=80%
90% overall customer satisfaction score (based on SPU Contact Center post call survey)	>=90%
<i>Meet or Exceed Expectations, Requirements and Commitments</i>	
Metric	Target
Meet all WA Department of Health drinking water quality regulations	Regulations targets met
Meet National Pollutant Discharge Elimination System (NPDES) permits requirements for Seattle's drainage and wastewater systems	Requirements met
Limit combined sewer overflows to 1 per outfall per year over a 20-year moving average – annual reporting (target achieved by 2030)	<=1 by 2030
Reduce garbage, recyclables, and organics generated per resident per day	<2.5 lbs./person/day
80% of customers strongly agreeing that SPU made it easy for them to handle their issue (based on SPU Contact Center post call survey)	>=80%
% of WMBE purchasing and consultant work (target is set annually by the Mayor's office)	Determined annually by MO

New metrics introduced for Delivering Essential Services Reporting