

Q1 2020 SBP Performance Update

Customer Review Panel

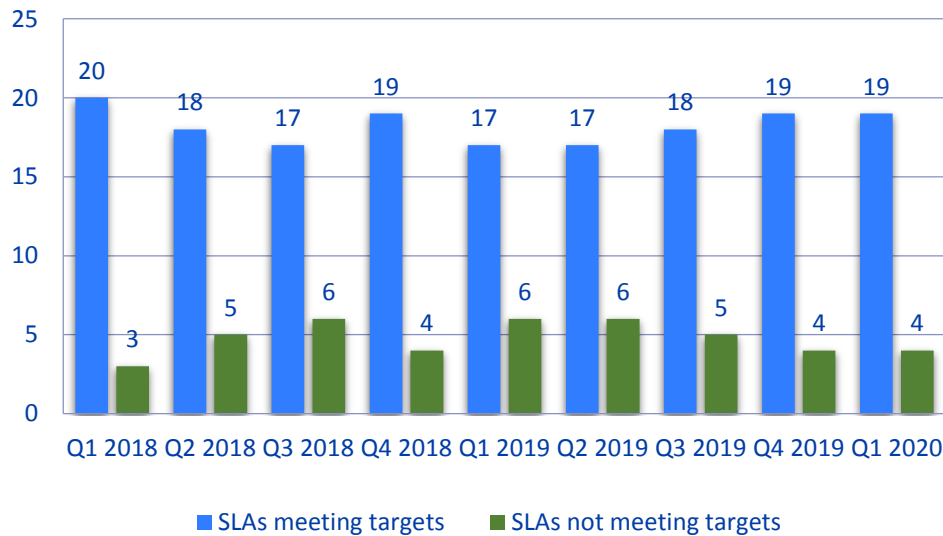
08/10/2020



Q1 2020 SBP Quarterly Performance Update

Service Levels performance was solid in Q1

SLA Performance



- **19** service level indicators are **meeting/exceeding targets**, unchanged since Q4 2019

- **Performance highlights:**

- % of priority water, drainage and wastewater response within one hour improved from 84% in Q4 2019 to 88% in Q1 2020, although 2% shy of 90% target
- # of missed SW pickups per 1,000 stops improved from 1.1. in Q4 to 0.7 in Q1
- % of missed SW pickups collected within one business day improved from 93% in Q4 to 98% in Q1

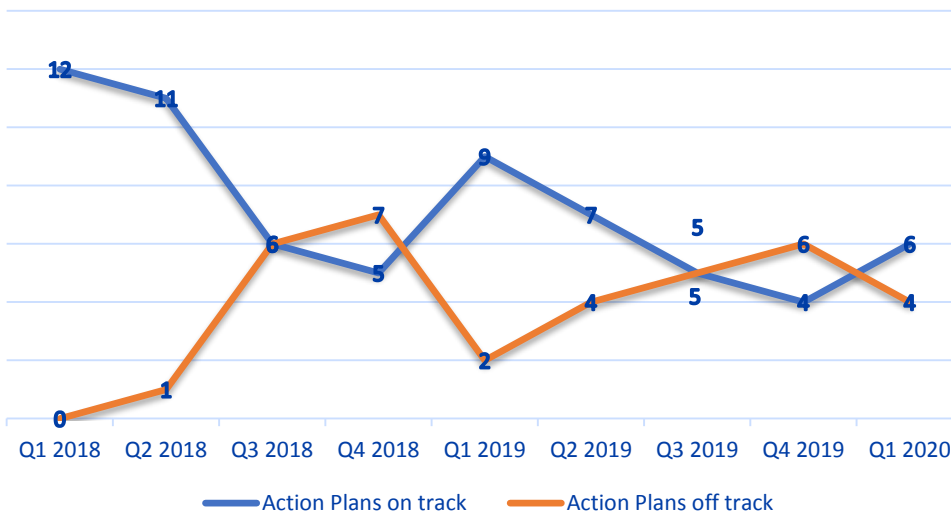
- **Challenges:**

- WMBE consulting goal missed target – 19% vs. targeted 22%

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Action Plans Performance: 6 are on track, 4 are facing delays

Action Plans Status



- **On track:** Green Fleet, GSI Expansion, Pump Stations, Force Mains, and Combined Sewer Overflow Outfalls; Sewer Rehabilitation; Technology Services; Water and DWW Opportunity projects.

- **Minor delays:** Apprenticeship Program; Facilities Improvements; Sewer Lining; Water Distribution System Maintenance.