

2021-2026 SPU Strategic Business Plan Reporting

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SPU Current vs. Future State Reporting

Current State

SBP Service Delivery metrics 

SBP Action Plans 

SBP Council Deliverables 

SPU MO Priorities 

SBP Rate Path 

SPU Financial Performance 

SPU CIP Reporting 

Future State

SBP Service Delivery metrics 

SBP Initiatives + Investments 

SBP Rate Path and Affordability 

SPU Financial Performance 

SBP CIP Investment Portfolio 

 CRP  MO/Council  E-team



Alignment - SBP Document with External Performance Reporting

A. Four SBP Focus Areas:

Delivering Essential Services – *reported by **quarterly** Service Delivery Metrics*

Stewarding Environment and Health

Empowering Our Community and Employees

Strengthening Business Excellence

} *reported by
status of initiatives and
investments, on **quarterly**
to **annual** basis*

B. SBP Rates and Financial Management

Rate Path: *reported **annually** by Rate Path and Affordability metrics*

Capital Investment: *reported **quarterly** by CIP Investment portfolio*

SBP Service Delivery Metric Reporting (Quarterly)

- 12 to 20 metrics overall to demonstrate delivery of reliable and responsive services to our customers:
 - 3 to 5 metrics per LOB/Service area
 - Aligned with LOB system plans

#	Performance Metrics	Reporting Frequency	Target	2019 Performance
Focus Area: Customer Experience - Making it easier to get help and find answers				
1	Customers rank their satisfaction with SPU services at least 5 on a scale of 1-7. (Last measured in 2015.)	Every 4 Years	≥5	5.9
2	% of priority drinking water, drainage, and wastewater problems responded to within one hour. (YTD)	Quarterly	≥90%	84%
3	# of households enrolled in the Utility Discount Program. - Change since January 1 - 2019 year-end goal: 32,924	Quarterly	NA 32,924	2,104 34,028

SBP Initiatives + Investments Reporting (Quarterly to Annually)

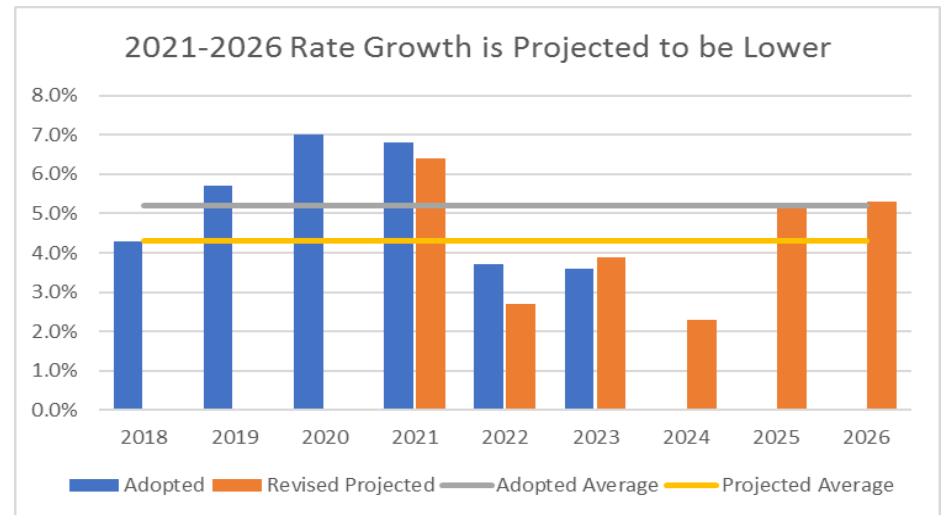
- 15 to 20 initiatives and investments selected overall to demonstrate *impacts and progress* related to SPU Focus Area goals and objectives.
- List may be adjusted annually as initiatives and investments are completed, targets are reached and/or new ones emerge.
- More granular level reporting will occur at CRP, highlighting investments and initiatives details.

SBP Initiative + Investment Reporting Examples

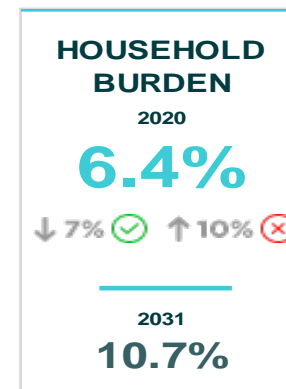
SBP Focus Area	Initiatives and Investments	Commitments	LOB/Branch
Stewarding the Environment and Health	Water System Climate Adaptation Waste Prevention Waste Diversion Green Stormwater Infrastructure	Under development	Water SW SW DWW
Empowering Our Communities and Employees	Clean Cities Program Customer Assistance Programs (includes Side Sewer Pilot) Race and Social Justice Strategic Plan Workspace Facility Improvements: North Ops complex, Complete South Ops complex, Cedar Falls Phase 2, SMT	Under development	SW Shared GM Water/ DWW
Strengthening Business Excellence 6	DWW Asset Management - sewer rehab, drainage work, pump station rehab, combined sewer outfall commitments Water Asset Management/Opportunity Projects – seismic, distribution system maintenance, asset mgmt./aging infrastructure, opportunity projects Accountability & Affordability Plan	Under development	DWW Water Shared

SBP Rate Path and Affordability Metric (Annually)

- Rate path reflected as what was adopted, initially and currently proposed.

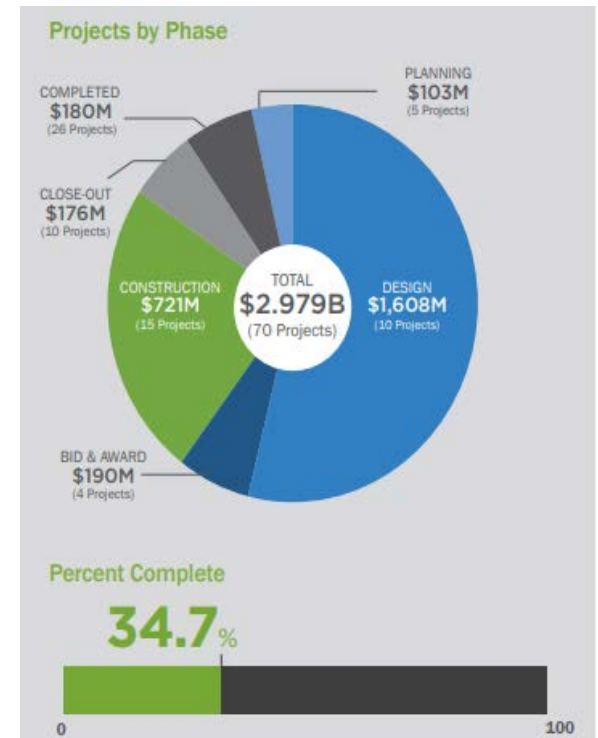
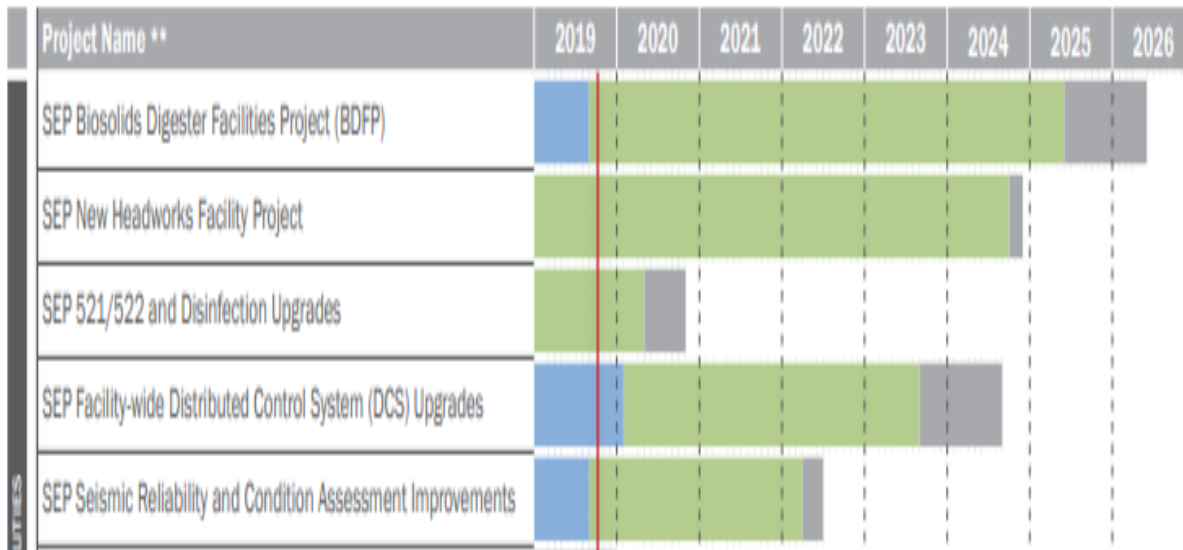


- Affordability will be reflected by community indicators developed by Raftelis, for example household burden.



SBP CIP Investment Portfolio Reporting (Quarterly)

- Report phase progress on agreed upon number of SPU Capital Improvement Projects
- Investment \$/# projects in various stages of planning and design, bid/award, and completion



SBP Performance Reporting Summary

In addition to service delivery metrics and Initiatives & Investments reporting, we will provide a summary of progress in each focus area:

- Progress will be demonstrated through a rolled up composite indicator:

Delivering Essential Services

90% of performance indicators meeting targets

Stewarding Environment and Health

95% of initiatives and investments on track

Empowering Our Community and Employees

92% of initiatives and investments on track

Strengthening Business Excellence

91% of initiatives and investment on track

- Additional visibility can be provided through quarterly presentations highlighting each focus area along with other work aligned with objectives and goals of SBP.

Next Steps

- Finalize the list of Initiatives and Investments internally
- Develop service level metrics
- Review the proposal with CRP

Questions?

