

Essential Services Metrics + Focus Area Progress

Second Quarter 2021

September 13, 2021

Essential Services Metrics Q2 2021

Best In Class	5.8% System Leak Reduction Annual Target: ≤10%	-3309 Utility Discount Program Target: Meet the Need	.80 lbs Residential Garbage* Annual Target: <1lb/pers/day	100% Clean City Collection Target: ≥95%	1.78 Sewer Overflows Target: ≤4 per100 miles		
Reliable and Rewarding Experiences	92% Water & DWW response Target: ≥ 90%	1.09 Missed waste pick-up Target: ≤1 per 1000 stops	97% Customer call response Target: ≥ 80% in 3 mins	93% Customer satisfaction Target: ≥ 90%			
Expectations, Requirements, and Commitments	62% CSO Outfalls Annual Target: ≥ 62%	2.11 lbs Garbage, Recycle, Organics* Target: < 2.5 lbs./person/day	79% Customer Effort Target: ≥ 80%	20% WMBE Purchasing Target: ≥ 17%	16% WMBE consultants Target: ≥ 22%	Met Drinking Water Quality Target: Regulation met	Met NPDES** Target: Requirements met

*Metrics for Residential Garbage and Garbage, Recycle, Organics reporting is annual, and there is a lag in obtaining the data. Current annual metric available is from 2019.

** National Pollution Discharge Elimination System permits requirements for Seattle's Drainage and Wastewater systems


Focus Area Performance Q2 2021

Stewarding Environment and Public Health

Investments:  100%

- Ship Canal Water Quality Project and Green Stormwater Infrastructure Investment are meeting their targets.

Empowering our Customers, Community, and Employees

Investments:  75%

- SPU Support Services for the Unsheltered, RV Mobile Pump Out Program, and Workforce Facilities Investments are on track.
- Side Sewer Assistance Pilot is experiencing minor delays.

Strengthening our Utility's Business Practices

Investments:  67%

- DWW Asset Management and Opportunity Work and Water Asset Management and Opportunity Work Investments are on track.
- Water System Seismic Resilience is facing minor delays.