

DATE: February 3, 2020
TO: Matt Jordan, General Manager
FROM: Michelle Stom, Chief Communications Officer *MS*
SUBJECT: Tampa Bay Water Performance Dashboard – *Update*

SUMMARY

Tampa Bay Water staff has updated the Agency's performance dashboard that measures key performance indicators identified in the Strategic Plan against water utility industry benchmarks from the American Water Works Association. The performance dashboard provides regular reports on performance to the Board of Directors.

RECOMMENDATION

Receive and file

COST/FUNDING SOURCE

N/A

DISCUSSION

Tampa Bay Water staff has updated the agency performance dashboard to measure key performance indicators identified in the Strategic Plan. Regular reports on performance are provided to the Board of Directors with the agenda package.

BACKGROUND

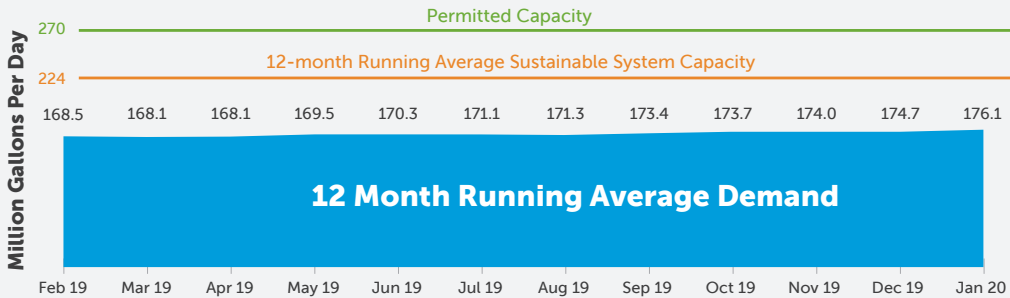
Tampa Bay Water strives to continually improve and become more efficient in operating and maintaining the water supply system and planning for the region's future drinking water needs. In 2011, the agency's board of directors approved the Strategic Plan and approved updates of the plan in 2014 and 2019. The agency assigned key performance indicators to the Strategic Plan goals for measuring against the American Water Works Association's water utility industry benchmarks using a performance dashboard.

Attachment

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AVAILABLE CAPACITY

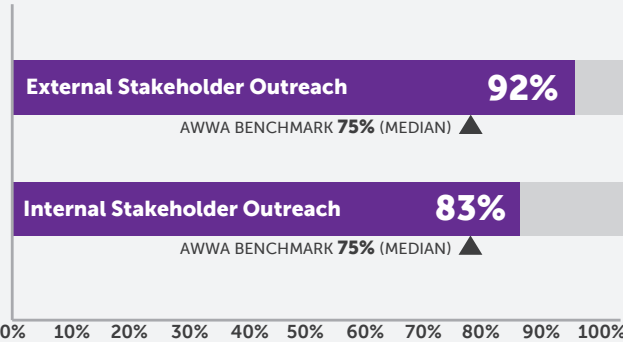
This indicator shows the gap between how much water the utility is permitted to use, the 12-month running average sustainable system capacity and the 12-month running average demand. Average demand should not exceed permitted capacity.



STAKEHOLDER OUTREACH FISCAL YEAR 2019

This indicator provides a measure of the utility's stakeholder outreach activities using the American Water Works Association's Stakeholder Outreach Index. A value is assigned by senior management to various categories of stakeholder outreach based on evidence that existed during the reporting period. Total scores can range from 0 to 12 and are presented as a percentage of the maximum possible score. Utilities should strive to be above the benchmark.

Tampa Bay Water Score



BOND RATING

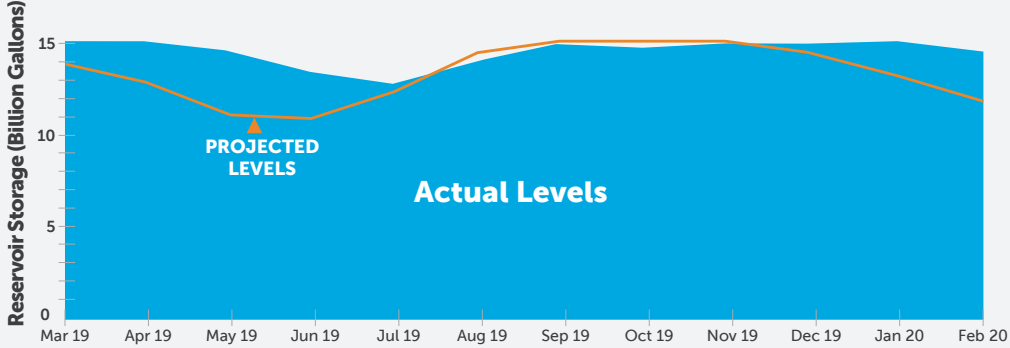
The bond rating assigned by the three major rating services based on evaluations of the issuer's financial strength and ability to pay a bond's principal and interest in a timely fashion.

Tampa Bay Water Rate

Bond Rating			Rating Category	AWWA Benchmark % of Utilities in Rating Category
Moody's	S&P	Fitch		
Aaa	AAA	AAA	Prime	21%
Aa1	AA+	AA+	High grade	71%
Aa2	AA	AA		
Aa3	AA-	AA-		
A1	A+	A+	Upper medium grade	8%
A2	A	A		
A3	B	A-		
Baa 1 2 3	BBB+/-	B+/-	Lower medium grade	0%

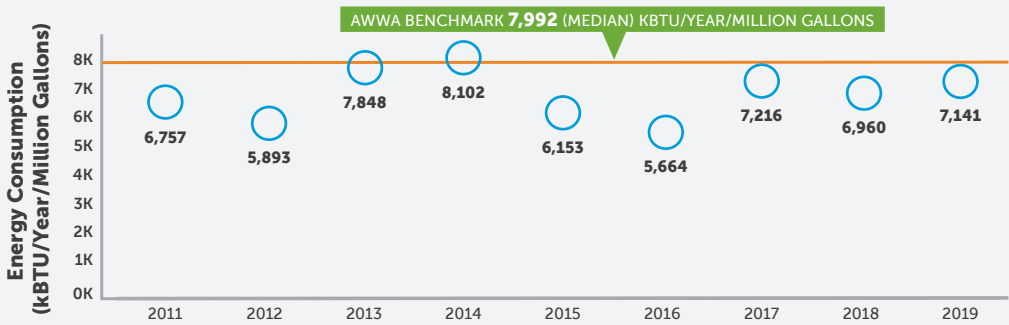
MEETING PROJECTED RESERVOIR LEVELS

This indicator provides a measure of the reliability of the utility's forecasted reservoir use.



ENERGY CONSUMPTION

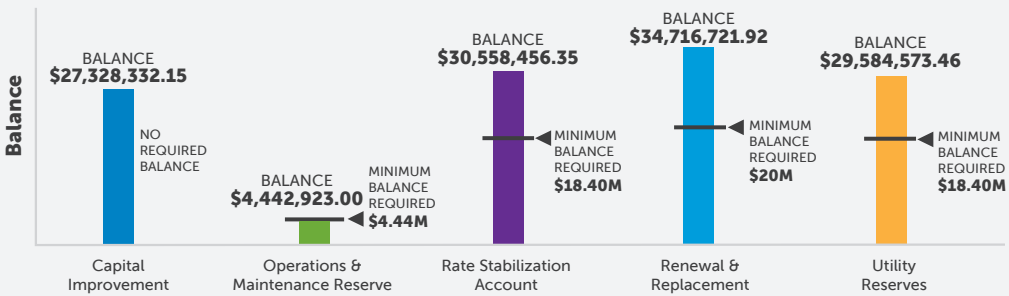
This indicator quantifies the energy consumed to supply potable water on an annual basis normalized by water demand in million gallons per day. Utilities should strive to be below the benchmark.



RESERVE FUNDS BALANCE

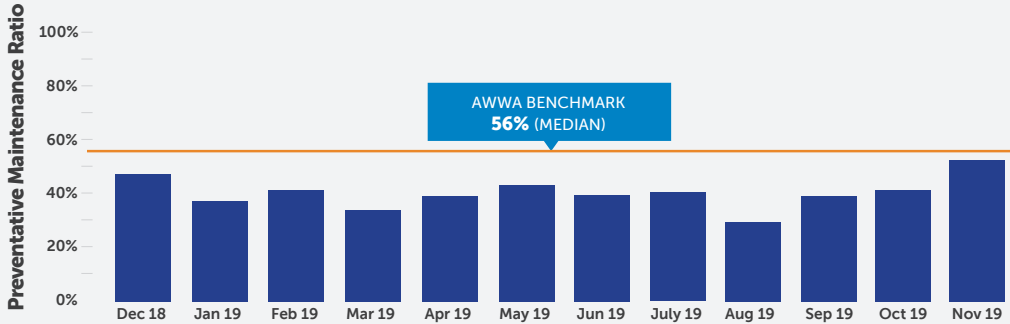
CURRENT AS OF DECEMBER 2019

This indicator tracks the utility's reserve fund balances against their contractual- or policy-based minimums.



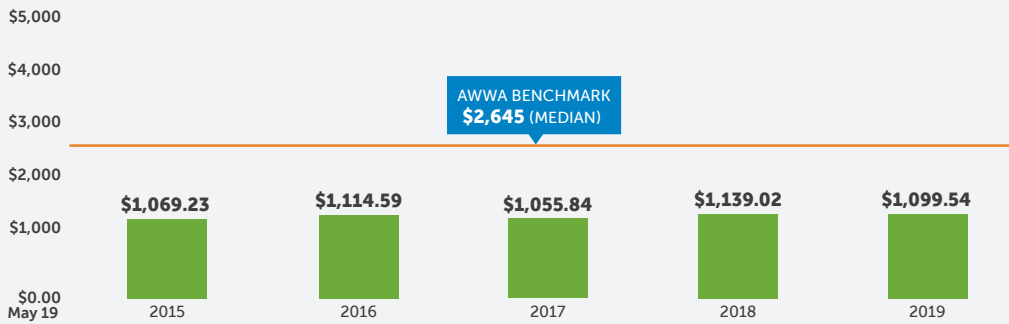
PREVENTATIVE MAINTENANCE TIME

This indicator provides a measure of the time spent on preventative/planned maintenance shown as a percent of total maintenance time. Utilities should strive to be above the benchmark.



OPERATING COST OF WATER

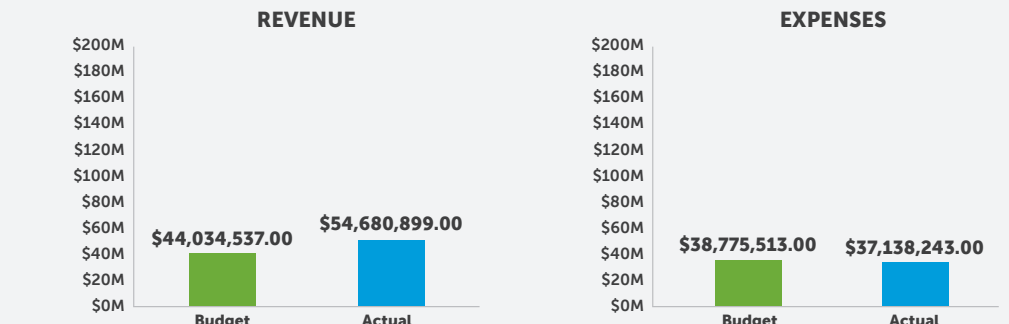
This indicator provides a measure of total operating costs of water services per million gallons of water. Utilities should strive to be below the benchmark.



OPERATING WITHIN BUDGETS AS FORECASTED

CURRENT AS OF DECEMBER 2019

This indicator provides a measure of the utility's ability to operate within budget forecasts.



COMPLIANCE

CONSOLIDATED WATER USE PERMIT

This indicator provides the 12-month running average for groundwater used from our 11 consolidated wellfield. Average should not exceed 90 million gallons per day.

PERMIT LIMIT:
90 MILLION GALLONS
PER DAY
ANNUAL AVERAGE

83.68
MILLION GALLONS
PER DAY

SAFE DRINKING WATER ACT COMPLIANCE

This indicator quantifies the percentage of time each year that the utility meets all Safe Drinking Water Act standards. Utilities should strive to be at the benchmark.

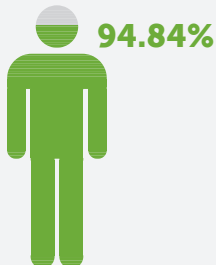
AWWA BENCHMARK
100% (MEDIAN)

100%

OPTIMIZED STAFF LEVELS

CURRENT FILLED POSITIONS

The indicator provides a measure of filled, full-time positions shown as a percentage of total positions.



94.84%

EMPLOYEE TURNOVER FISCAL YEAR 2020 YEAR-TO-DATE

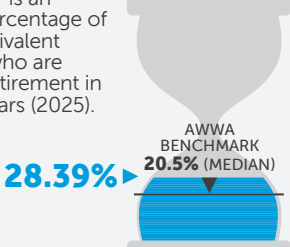
This indicator quantifies the rate of employee departures. Utilities should strive to be below the benchmark at the end of the reporting period.

AWWA BENCHMARK
7.5% (MEDIAN)

1.9%

RETIREMENT ELIGIBILITY

This indicator is an estimated percentage of full-time equivalent employees who are eligible for retirement in the next 5 years (2025).



28.39%

AWWA BENCHMARK
20.5% (MEDIAN)

SAFETY AND SECURITY FISCAL YEAR 2019

RECORDABLE INCIDENTS

This indicator is the total recordable incident rate normalized for any size organization using the total hours worked by employees. Utilities should strive to be below the benchmark.

AWWA BENCHMARK
4.3 (MEDIAN)

3.7

NEAR MISSES

This indicator measures the number of unsafe situations or conditions where no personal injury was sustained and no property was damaged, but where, given a shift in time or position, injury or damaged property could have occurred. Utilities should strive to be below the benchmark.

AWWA BENCHMARK
2 (MEDIAN)

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