

Form A-1  
 DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS  
 2020

LWD: TANDAG CITY WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4	Remarks
<b>A. Water Facility Service Management</b>													
	(Quantity) access to potable water	80%	84.32%	(Quality) reliability of service	97%	97%	(Timeliness) Adequacy	1.89:1	1.45:1	COVID-19 Response Measures	1 unit handwash area; 24/7 water supply delivery; Implementation of BIDA (Bawal walang mask, I-sanitize ang kamay, Distanasya 1 metro, Alamin and mga Impormasyon); skeletal workforce/alternate work arrangement;	1 unit handwash area; 24/7 water supply delivery; Implementation of BIDA (Bawal walang mask, I-sanitize ang kamay, Distanasya 1 metro, Alamin and mga Impormasyon); skeletal workforce/alternate work arrangement; thermal scanning upon entry; IEC and memorandum on safety protocol at work; daily workplace disinfection protocol;	
	Percentage of households with access to potable water against the total number of households within the coverage of the LWD			Percentage of Household connections receiving 24/7 supply of water			Source Capacity of W/D to meet demands for 24/7 supply			Implementation of resiliency programs to mitigate COVID-19.			

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B. Water Distribution Service Management													
	(Quantity) NRW: NRW should be ≤ 30%  Percentage of unbilled water to water production	20%	19.92%	(Quality) Potability * Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement: should be at least .2ppm	Average > 0.3 ppm C12 Residual	Average > 0.3 ppm C12 Residual	(Timeliness) adequacy/ reliability of service  Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of WD	6 hours	6 hours				

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C. Support to Operations (STO)													
Staff Productivity Index Cat A, B, C = 1:120 Cat D = 1:100		1:225	1:255	Affordability Must be LWUA-approved Water Rates	<5% of the UG	<5% of the UG	Customer Satisfaction Ease of Doing Business- Compliance to CSC 14-2016 Customer complaints acted upon against received complaints Complaints thru 888 acted upon within 72 hrs	with Certificate of Compliance •98% •100%	with Certificate of Compliance •100% •100%/NA				

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D. General Administration and Support Services (GASS)													
Financial Viability & sustainability: Collection Efficiency $\geq$ 90%; Positive Net Income Balance; Current Ratio $\geq$ 1.5:1		90% 1,000,000.00 1.5:1	84.5% 1,677,877.44 9.43:1	Compliance to COA reporting requirements; Compliance to LWUA reporting requirements	100%	100%							

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