

# Water Bureau Performance Measures

September 17, 2020  
Presentation to the Portland Utility Board  
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# Our objectives today

1

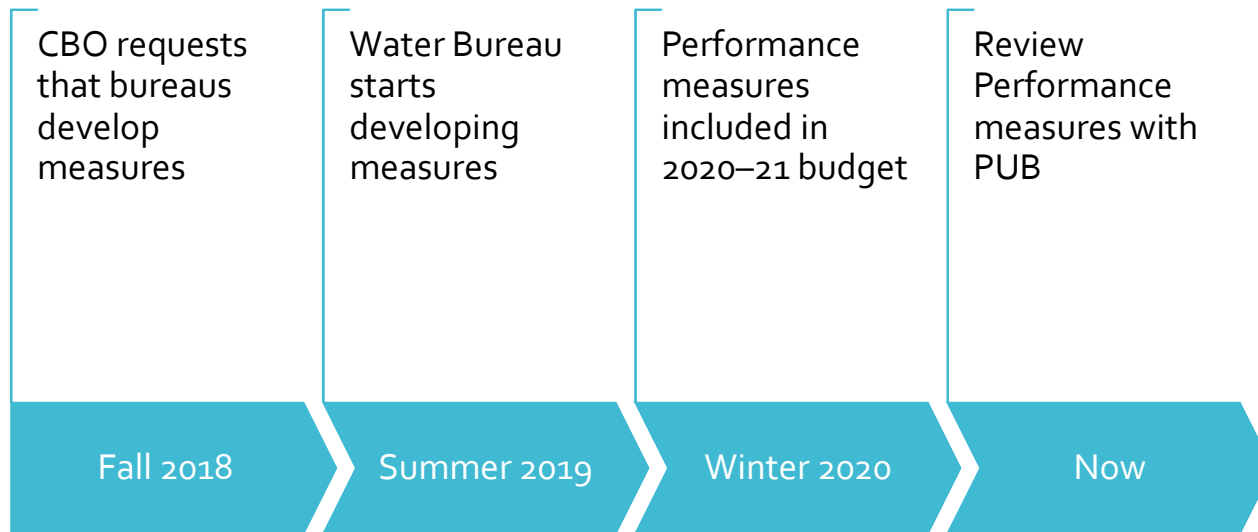
Go over how the Water Bureau developed these performance measures

2

Review performance measures for the five priority programs PUB identified

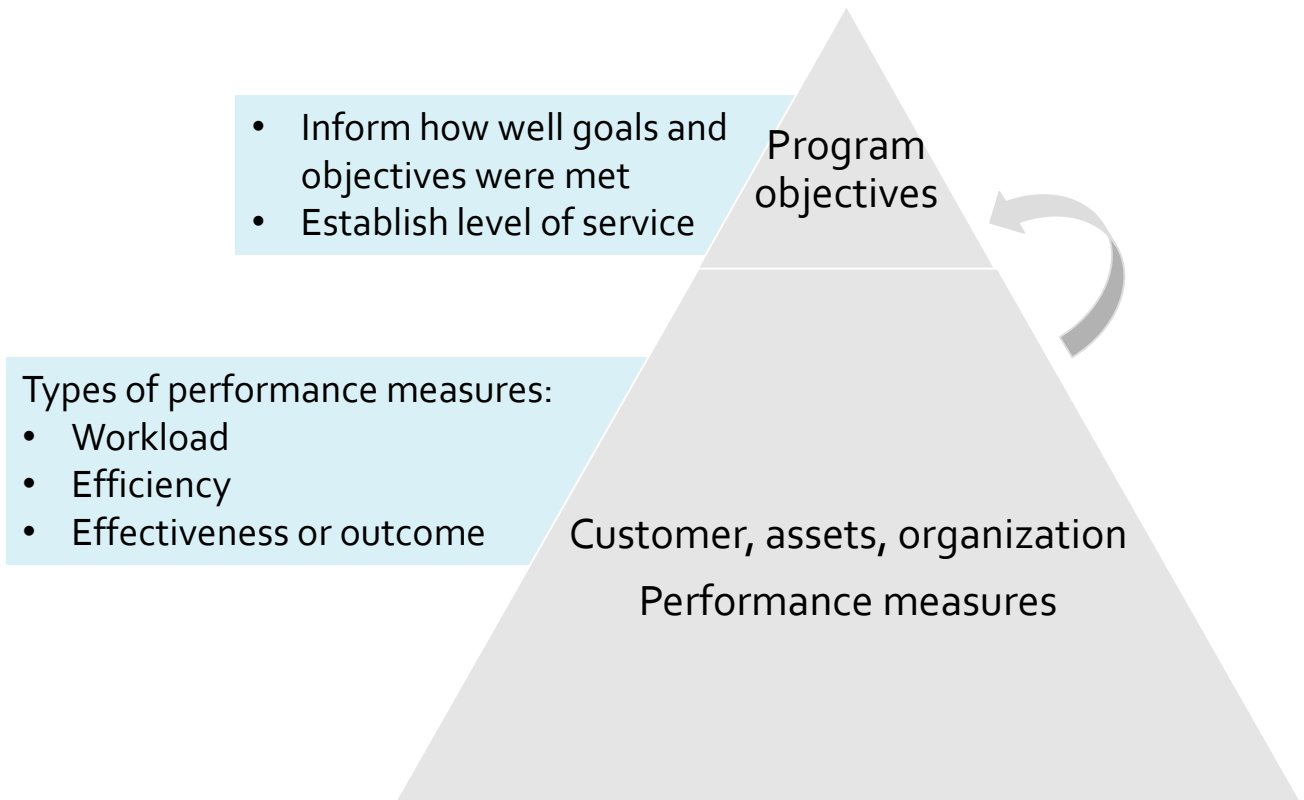
3

Get PUB feedback



Where we are  
in the process

# Performance measures structure



Treat Portland's water sources to meet or exceed all state and federal regulations for drinking water

Program objectives

# of violations of state and federal drinking water quality regulations

- # of water quality samples
- # of samples with lead levels above EPA standards
- # of samples with *Cryptosporidium* detections
- The monochloramine residual percentage in the water entering the distribution system at Lusted Hill is not less than 90% (goal 100% of samples)
- The daily average of the pH of the water entering the distribution system at Lusted Hill and at the GWPS (when groundwater is running) is not less than 8.0 100% of the time and not less than 8.2 (standard units) 90% of the time using a flow weighted average of conduit flows
- Meet the requirements for 99.9 percent (3-log) inactivation of *Giardia lamblia* cysts, and at least 99.99 percent (4-log) inactivation of viruses at the entry point(s) to the distribution system
- The chlorine residual concentration in the water leaving Lusted Hill or the GWPS is not less than 0.2 mg/l for more than four hours, and not more than 4.0 mg/l (goal 100%)
- Complete 100% of annual preventative maintenance tasks

Customer, assets,  
organization

Performance measures

# Program Treatment

## Goal Provide safe drinking water

Transport water from sources to town

Program  
objectives

- # of unplanned conduit outages
- # of unplanned transmission outages

- Inspect and maintain air valves on “unseated” list quarterly, and all other air valves annually.
- Brush or mow 100% of all areas accessible by vehicle on an annual basis. Brush all areas in the watershed that are less accessible once every five years.
- Visually inspect all drivable and accessible portions of the conduit rights-of-way on a monthly basis. Visually inspect conduit rights-of-way within the watershed annually.
- Inspect and maintain 90% of the cathodic protection system components annually.
- Exercise 80% of intertie control valves annually.
- Respond to emergency maintenance tasks and repairs within 24 hours.
- Complete 100% of high priority corrective maintenance tasks within one year of initiation.
- Respond to all locate requests within the required timeframes. Record the number of requests that are asked for on a semiannual basis.
- Comply with NPDES requirements for draining and filling conduits 100% of the time. Maintain records of when and how this is accomplished.
- Valves are in their proper operating positions 95% of the time when they are inspected or operated.

Customer, assets,  
organization  
Performance measures

Program  
Conduits and  
transmission  
mains

Goal  
Deliver water to  
the city

# Program Customer service

## Goals

1. Bill and collect for sewer, stormwater, and water services
2. Support development in the city

Program  
objectives

1. Help customers pay sewer, stormwater, and water bills
2. Make sure development meets standards for water service

Customer, assets,  
organization  
Performance measures

- % of calls answered within 60 seconds
- *% of billed revenue collected*
- *# of assistance program information events*
- *% of accounts billed on time*

- # of payments processed
- # of qualified low-income customers
- # of water service permits issued
- Offer varied payment methods
- Provide low income assistance to eligible customers
- Read all meters on schedule
- Average speed of answer to calls is less than 1:30 minutes.
- 95% or more of Emails and Customer Self-Service requests are responded to within published service levels.
- Focused attention on technological advances in customer convenience.
- Answer 80% or more of calls within 60 seconds.

1. Provide accessible training to staff
2. Enable staff to maintain required certifications

Program objectives

% of employees reporting that they are “engaged” or “fully engaged” in their work

- # of employees with certifications
- % of employees that have attended mandatory training
- # of employees completed the Water Operations Mechanic Apprenticeship Program
- # of employees completed the Utility Worker Apprenticeship Program
- The City requires a variety of mandatory trainings such as defensive driving, Equity 101, and HR Administrative Rule 2.02 training, and OSHA requires safety-sensitive trainings for Work Zone Traffic Control, Confined Space Entry, Rigging and Slings, Excavation Safety, Hazardous Chemical Training, and Asbestos Handling Training, among many others that are provided by the Water Bureau.

Customer, assets,  
organization  
Performance measures

Program  
Employee  
investment

Goal  
Invest in employees  
so that they can  
best serve  
Portlanders



Transport stored water to hydrants and services

Program objectives

# of main breaks per 100 miles per year

- % of customers out of water for more than 8 hours in a year
- # of miles of distribution mains replaced each year
- Replace at least 30,000 feet of main each year
- Increase installation of new main annually toward FY 23-24 program goal of 40,000 feet
- Provide 2-hour response to all critical main breaks 365 days per year
- Repair or mitigate 99% of critical main breaks within 24 hours of notification
- Complete unidirectional flushing on XX miles of the system
- Survey 200 miles of main each year for leaks
- Time from main break notification to mitigation is less than 4 hours for any critical event / major main break
- Evaluate 100% of leak assistance requests from crews and customers within 24 hours.
- Respond to 99% of customer flushing requests/complaints.

Customer, assets,  
organization  
Performance measures

Program  
Distribution  
mains

Goal  
Move drinking  
water to where it  
will be used



# Questions and comments