

WATER & WASTEWATER SERVICES ADMINISTRATION

**Fiscal Year 2008
1st Quarter**

Goal Statement

To administer and coordinate all activities within the Water and Wastewater Services to optimize productivity, increase cost-effectiveness, and ensure compliance with all county, state, and federal requirements.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
Number of community/countywide level communications events attended to provide information	5	3	14
Total mailings to customers in Neighborhood Improvement Projects (NIPs)	7,447	2,341	25,000
Active neighborhood projects	6	7	45
Cost per customer contact (\$)	154	87	123
Average contacts handled by customer liaison	347	639	1,300
Percent of complaints responded to within 16 working hours	100	100	100
Number of external customer complaints	124	50	800
Percent of total customers in NIP's contacted	63	45	57