

**WATER & WASTEWATER SERVICES  
FISCAL OPERATIONS**

**Fiscal Year 2005**

**Goal Statement**

To provide financial management to the Office of Environmental Services (OES), safeguard resources, collect for services, promote efficiency, and ensure sound fiscal policy.

<b>Performance Measures</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY05 Budget</b>	<b>FY05 Actual</b>	<b>% Change FY04 - FY05</b>	<b>Variance Number</b>
Payment documents processed	10,327	10,146	10,600	11,812	16%	<b>1</b>
Purchase documents processed	1,061	890	1,100	1,488	67%	<b>2</b>
Payroll checks processed	10,089	10,468	10,100	10,403	-1%	
Bills issued	628,658	635,151	660,000	655,261	3%	
Average cost per customer account per month	5	5	5	5	-1%	
Customer complaints responded to in 24 hours	100	100	100	100	0%	
Write-offs as a percent of total billed	3	0	3	0	0%	
Financial management reports completed within 20 days of monthly close	100	100	100	100	0%	
External audit comments	0	0	0	0	0%	
Defaults under bond resolution	0	0	0	0	0%	
Revenue generated from the revenue protection program	1,105,308	803,000	750,000	681,300	-15%	<b>3</b>
External customers satisfaction rating (%)	77	81	80	80	-2%	

**Explanation of variances greater than 15 percent:**

- 1** Payment documents processed increased due to the way Accounts Payable processes payments. In FY-04, the old financial system would allow invoices to be processed in batches but the new system processes invoices individually which increases the number of transactions.
- 2** This measure increased due to a reorganization during 2005 which brought the WWS Warehouse and its personnel under Fiscal Operations Division (FOD). Purchase documents which were previously issued and counted by the Operations Division are now being counted under FOD.
- 3** This measure decreased due to the time required for the implementation and transition of the new computer system. The normal revenue protection program was temporarily suspended.