CAGAYAN DE ORO CITY WATER DISTRICT

MATRIX OF KEY PERFORMANCE INDICATORS

PERSPECTIVE	GOAL	MEASURES	TARGET DESCRIPTION	2021 TARGET
Customer[P1]	1. Provide Excellent Customer Service[P1.S1]	Customer Satisfaction[1-C-1]	**Percentage (%)** of customer complaints acted upon against received complaints through Hotline #8888 (72 Hrs) and Customer Service Unit .	90% of Complaints received from Customer Service Unit
			Compliant to CSC Memo No. 14-2016 (Urgent Review & Improvement of Citizen's Charter) - Ease of Doing Business.	Compliant
	2. Deliver Reliable 24-Hr Water Supply[P1.S2]	Access to Potable Water[2-C-1]	**Percentage (%)** of barangay/households with access to potable water against total number of barangays/households within the service coverage.	≥64%
		Reliability of Service[2-C-2]	**Percentage (%)** of household connections receiving 24/7 supply of water.	≥92%
		Adequacy of Supply[2-C-3]	**Ratio** - Source capacity to meet demands for 24/7 supply of water. Adequacy= Rated Capacity of Sources (cu.m./yr) / Demand (cu.m./yr)	≥1.3:1
Internal Processess[P2]	3. Strive for Operational Excellence[P2.S3]	Adequacy/Reliability of Service[3-I-1]	**Average Response Time** to restore service (major and minor repairs) when there are interruptions due to line breaks and/or production equipment or facility breakdown based on the Citizen Charter.	≤2 calendar days for service lines repair; ≤24 hours for mainline repair; & ≤4 calendar days for facility downtime
		Market Growth[3-I-2]	**Number of Service Connections** generated for the specific year compared to approved CO Budget.	Increasing (390 new connections per month)
		Value-Added Partnerships[3-I-3]	**Excellent Rating** from Internal & External Interested Parties.	Excellent
			Compliant to Commission on Audit - Audit Observation Memorandum.	≥30%
	4. Ensure Water Safety & Climate Change Resiliency[P2.S4]	Potability[4-I-1]	**Average Chlorine Residual (January-December)** requirements in the Phil. National Standards for Drinking Water.	0.3 ppm @ the Farthest Sampling Points & 0.2-0.4 ppm if using Chlorine Dioxide
		Water Quality[4-I-2]	**Compliant** to Phil. National Standards for Drinking Water.	Compliant
		Sanitation Facilities[4-I-3]	**Percentage (%)** of households enjoying Sanitation Facilties.	-
		COVID-19 Response[4-I-4]	**Percentage (%) Availability** of wash hand facilities, water delivery services, public information drives, sanitation & hygiene activities, disinfection initiatives, issuance of health protocols and other resiliency programs to mitigate COVID-19.	Compliant
Financial[P3]	5. Ensure Financial Viability & Sustainability[P3.S5]	Collection Efficiency[5-F-1]	**YTD Percentage (%)** = Total Current Collection / Total Current Billing	≥90%
		Operating Ratio[5-F-2]	**Percentage (%)** Operating Ratio	50% ≤ Operating Ratio ≤ 80%
		Current Ratio[5-F-3]	**Ratio** = Current Assets / Current Liabilities	≥1.5:1
		Net Income[5-F-4]	**Income** for the past twelve (12) months.	Positive Income
		Capital Expenditure / Budget Utilization Rate[5-F-5]	**Percentage (%)** Actual Implementation of Scheduled CAPEX per approved CO Budget.	85% - 90% Disbursed
		Reserves[5-F-6]	**Percentage (%)** Actual Amount of Reserves compared to approved CO Budget.	≥3% of Revenue
	6. Increase Revenue Water[P3.S6]	Billed Volume[6-F-1]	**Total Cubic Meters** - Volume of water which generated revenues.	(Benchmarking)
		Non-Revenue Water[6-F-2]	**Percentage (%)** of unbilled water to water production. **(cu.m. Produced-cu.m. Billed)/cu.m. Produced**	≤20%
Learning & Growth[P4]	7. Improve Competency of the Workforce[P4.S7]	Staff Productivity Index[7-LG-1]	**Number of Active Service Connection** for every number of position for Category A.	≤1:120
	8. Ensure Accountability & Transparency[P4.S8]	Access to Appropriate Technology & Information[8-LG-1]	**Percentage (%) Compliance** - access to Appropriate Technology & Information. (e.g. Monthly Data Sheet, Financial Reports, Water Quality Reports, Approved Budget, Annual Report)	100%