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# Land Drainage Service Key Performance Indicator Procedures

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Supports: **Policy CAM-004 – City of Selkirk Capital Asset Levels of Service Policy**

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## SUPPORTING POLICY, PROCEDURES & TOOLS

### Policy:

### Procedures:

### Tools:

- CAM-004-000-01 Key Performance Indicator (KPI) Database
- CAM-004-000-02 Request for Service/Complaint Worksheet (Green Sheet)
- CAM-004-000-03 Request for Service Complaint Spreadsheet

## OBJECTIVES

Procedures to follow to record and report on land drainage service delivery using approved key performance indicators.

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# 1. DETERMINE THE AVERAGE TIME TO ADDRESS A CITIZEN COMPLAINT REGARDING OVERLAND FLOODING OR FROZEN CATCH BASINS

## Part 1: Recording Citizen Complaints

### Who: Operations Clerk

- 1.1. Receive a **CitizenSupport** ticket, or a phone call from a citizen with a concern regarding an overland flooding issue or a frozen catch basin.
- 1.2. Complete a *Request for Service/Complaint Worksheet (Green Sheet)*, and record service request or complaint in the *Request for Service Complaint Spreadsheet*.
- 1.3. Notify the appropriate utility staff members of the service request and provide them a Green Sheet.

### Who: Utility Staff

- 1.4. Utility staff members to address the issue and have concluded whether the issue is the responsibility of the City or of the Home Owner.
- 1.5. On the green sheet, record whether it is the responsibility of the City or the Homeowner to fix the issue. Record this on the "Responsibility:" line.
- 1.6. Record the time that responsibility was determined.
- 1.7. If this is the responsibility of the City, continue to Step 2 in this policy. If the repair is the responsibility of the home owner, return the *Green Sheet* to the Operations Clerk.

### Who: Operations Clerk

- 1.8. Record the time it took to determine whose responsibility the repair is in the *Request for Service Complaint Spreadsheet*, under the "Response Time" column.

## Part 2: Reporting Previous Year Performance

### Who: GIS/Survey Technician

This shall occur in January of each year.

- 1.1. Request a copy of the *Request for Service Complaint Spreadsheet* from the Operations Clerk.

**Who: Operations Clerk**

- 1.2. Provide a copy of the *Request for Service Complaint Spreadsheet* to the GIS/Survey Technician by placing a copy in the location holding all annual performance indicator data, organized by year.

**Who: GIS/Survey Technician**

- 1.3. Filter the *Request for Service Complaint spreadsheet* to isolate the calls that are specific to overland flooding.
- 1.4. Based on the filtered results, the GIS/Survey Technician will review the average amount of time that it took for the City to respond to each call.
- 1.5. Use the following equation to determine the average response time throughout the previous calendar year:

$$\text{Average time to Address Complaint} = \frac{\text{Total time to address complaints}}{\text{Total number of Complaints in Previous Year}}$$

- 1.6. The GIS/Survey Technician is to record this average time in the Land Drainage tab of the *Key Performance Indicator (KPI) Database*.

## **2. DETERMINE THE AVERAGE REPAIR TIME WHEN ADDRESSING A CITIZEN COMPLAINT REGARDING OVERLAND FLOODING OR A FROZEN CATCH BASIN**

**Part 1: Recording Citizen Complaints**

**Who: Waste and Water Utility Staff**

- 2.1. Upon determining that the responsibility of the fix is the responsibility of the City, the Utility staff must perform the actions required to return service delivery.
- 2.2. Upon returned service delivery to its full capacity, record the action taken on the *Green Sheet*, along with the time that service was returned to full capacity.
- 2.3. Return the completed *Green Sheet* to the Operations Clerk.

**Who: Utility Clerk**

- 2.4. Record the time that it took for Utility Staff to return service delivery to its full capacity in the *Request for Service Complaint Spreadsheet* under the "Repair Time" column.

**Part 2: Reporting Previous Year Performance**

**Who: GIS/Survey Technician**

This shall occur in January of each year.

- 2.1. Request a copy of it *Request for Service Complaint Spreadsheet* from the Operations Clerk.

**Who: Operations Clerk**

- 2.2. Provide a copy of the *Request for Service Complaint Spreadsheet* to the GIS/Survey Technician by placing a copy in the location holding all annual performance indicator data, organized by year.

**Who: GIS/Survey Technician**

- 2.3. Filter the *Request for Service Complaint Spreadsheet* to isolate the calls that are specific to overland flooding complaints, that are the responsibility of the City to resolve.
- 2.4. Review the average amount of time that it took for the City to repair services when an overland flooding event is determined the City's responsibility to fix.
- 2.5. Use the following equation to determine the average repair time throughout the previous calendar year:

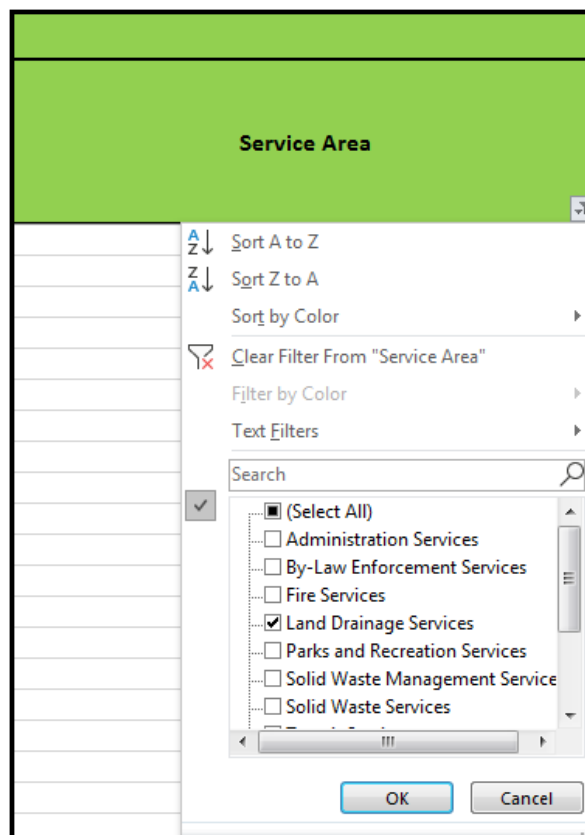
$$\text{Average Repair Time} = \frac{\text{Total Time to Repair all Issues}}{\text{Number of Issues Throughout the year}}$$

- 2.6. Record this average repair time in the Land Drainage tab of the *KPI Database*.

### 3. DETERMINE THE AVERAGE CONDITION OF ALL LAND DRAINAGE SERVICE ASSETS

**Who: GIS/Survey Technician**

- 3.1. Open the City of Selkirk Asset Registry.
- 3.2. To ensure that all of the assets that are being displayed are currently in service, navigate to the "Status" column. Filter this column to select "Active" assets.
- 3.3. Navigate to the column titled "Service Area".
- 3.4. Use the drop-down arrow to deselect all selected service areas.
- 3.5. Click on the check box to select "Land Drainage Services". Select "Ok" to apply the query. All Assets that are displayed as a result will be those that belong to the Land Drainage service area. See image below.



- 3.6. Navigate to the column titled "Weighted Condition".

- 3.7. Use your cursor to select all cells in the “Weighted Condition” column. Click on the first cell, and press Ctrl+Shift and the Down arrow on your keyboard. This will highlight all of the cells in this column.
- 3.8. Acquire the sum of the weighted conditions by looking at the value on the lower right-hand corner of the spreadsheet.
  
- 3.9. Record this value in the Land Drainage Services tab of the *KPI Database*, under the Technical Key Performance Indicator section.