

Wastewater Service Key Performance Indicator Procedures

Date Approved: **DRAFT** Section: Capital Asset Management
 Date of Last Updated: Lead: Director, Operations
 Keywords: Capital Asset Management, Asset Evaluation
 Supports: **Policy CAM-004 – City of Selkirk Capital Asset Levels of Service Policy**

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 wastewater service area delivery using approved key performance indicators (KPI).

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1 MONITOR BASEMENT FLOODING COMPLAINTS

Who: GIS/Survey Technician, IT Administrator

- 1.1 In January of each year, the GIS/Survey Technician will request a spreadsheet from the IT Administrator that documents all **CitizenSupport** tickets received in the previous calendar year, regarding basement flooding complaints.
- 1.2 The IT Administrator is to export this list from the **CitizenSupport** ticket system and provide the GIS/Survey Technician with a copy.
- 1.3 GIS/Survey Technician is to place a copy of this raw data in the location that holds all annual performance indicator data, organized by year.
- 1.4 The GIS/Survey Technician will record the sum of all **CitizenSupport** complaints regarding basement flooding, and record this in the *Key Performance Indicator (KPI) Database*.

2 DETERMINE COST PER HOUSEHOLD TO OBTAIN WASTEWATER SERVICES

The City of Selkirk Wastewater rates are determined by the Public Utilities Board (PUB) and are set for multiple years at once.

Who: Utility Clerk

- 2.1 Received PUB wastewater rates, which are set for multiple years at once.
- 2.2 Provide a copy of PUB rates to the GIS/Survey technician by creating a copy in the folder location holding all annual performance indicator data.

Who: GIS/Survey Technician

- 2.3 Record the rates per cubic meter of wastewater that has been set by PUB in the *KPI Database* for each year that it is known for.

3 DETERMINE AVERAGE CITY RESPONSE TIME TO CITIZEN COMPLAINT REGARDING WASTEWATER SERVICE DISRUPTION

Who: Operations Clerk

- 3.1 Upon receiving a citizen support ticket, or a phone call from a citizen with a concern regarding a disruption to wastewater services, the Operations Clerk will complete a *Request for Service/Complaint Worksheet (Green Sheet)*.
- 3.2 Create a **CitizenSupport** ticket.
- 3.3 Record phone call or citizen support complaint in the *Request for Service Complaint Spreadsheet*.
- 3.4 Notify the appropriate utility staff members of the service request and provide them a Green Sheet.

Who: Utility Staff

- 3.5 Receive *Green Sheet* from the Operations Clerk.
- 3.6 Address the concern, determine whether the issue is the responsibility of the City or of the Home Owner.
- 3.7 Record the time (in hours) it took to determine whose responsibility the fix is on the *Green Sheet* under "Response Time:".
- 3.8 If it is the homeowner's responsibility to fix the issue, return the *Green Sheet* to the Utility Clerk.
- 3.9 If it is the responsibility of the City to fix the issue, continue to step 4 of this procedure.

Who: Operations Clerk

- 3.10 If Utility staff have determined the issue as being the responsibility of the homeowner, record the time that it took to determine whose responsibility it is to fix the issue in the *Request for Service Complaint Spreadsheet*, under the "Response Time" column.

Who: GIS/Survey Technician

3.11 At the frequency outlined in the *Annual Review of Service Delivery Performance Procedure* the GIS/Survey Technician will request a copy of this data from the Operations Clerk.

Who: Operations Clerk

3.12 Provide the GIS/Survey Technician with a copy of the *Request for Service Complaint Spreadsheet* by placing a copy in the folder that holds all annual performance data, organized by year.

Who: GIS/Survey Technician

3.13 Determine the average response time for all wastewater complaints using the following equation:

$$\text{Average Response Time to Wastewater Service Disruption Complaint} = \frac{\text{Total Response Times (In Hours)}}{\text{Total Number of Response Events}}$$

3.14 Record the Average Response Time to Wastewater Service Disruption Complaint in the *KPI Database* under the Wastewater tab.

4 DETERMINE AVERAGE CITY REPAIR TIME FOR WASTEWATER SERVICE DISRUPTIONS

Who: Operations Clerk, GIS/Survey Technician, Water and Wastewater Department Staff

4.1 Upon determining that the wastewater service disruption is the responsibility of the City, Utility staff must take the steps necessary to return service back to its full capacity.

4.2 Record the time, in hours, that it took to return service back to its full capacity on the *Green Sheet*, under Completion Time.

4.3 Return the completed *Green Sheet* to the Operations Clerk.

Who: Operations Clerk

- 4.4 Record the time it took to determine whose responsibility it was to fix the issue in the *Request for Service Complaint Spreadsheet* under the Response Time column.
- 4.5 Record the time it took to complete the fix in the *Request for Service Complaint Spreadsheet* under the Repair Time column.

Who: GIS/Survey Technician

- 4.6 At the frequency outlined in the *Annual Review of Service Delivery Performance Procedure* request a copy of this data from the operations clerk.

Who: Operations Clerk

- 4.7 Provide the GIS/Survey Technician a copy of the *Service Complaint Spreadsheet* by placing it in the folder which holds all annual performance indicator data, organized by year.

Who: GIS/Survey Technician

- 4.8 Determine the Average Repair time to a Wastewater Disruption Complaint (which is the City's responsibility) using the following formula:

$$\text{Average Repair Time to Wastewater Service Disruption Complaint (which is the City's Responsibility)} = \frac{\text{Total Repair Time (In Hours)}}{\text{Total Number of Response Events Deemed the City's Responsibility}}$$

- 4.9 Record the average repair time to wastewater service disruption complaint (which is deemed the responsibility of the City) in the *KPI Database* under the wastewater tab.

5 DETERMINE THE COST TO THE CITY TO SUPPLY WASTEWATER SERVICES PER CUSTOMER

Process to be developed.

6 DETERMINE THE CITY'S COMPLIANCE TO PHOSPHORUS, NITROGEN, E.COLI AND FECAL COLIFORM LEVELS

Who: Manger of Utilities, GIS/Survey Technician

6.1 Annually, the GIS/Survey Technician will request a summary of all routine Phosphorus, Nitrogen, E.coli, and Coliform tests from the Manager of Utilities. The summary should include:

- Total Number of Tests Conducted
- Number of failed tests
- Details regarding failed tests

6.2 The Manager of Utilities shall determine the compliance rate using the following equation:

$$\text{Compliance} = \frac{\text{Total Tests} - \text{Non-Compliant Tests}}{\text{Total Tests}}$$

6.3 The Manager of Utilities shall then provide this compliance rate along with a copy of all the supporting data to the GIS/Survey Technician by creating a copy in the folder that holds all annual performance indicator data, organized by year.

6.4 The GIS/Survey Technician will then record the compliance rate in the Wastewater Services tab of the *KPI Database*, under the Technical KPI section.

7 DETERMINE THE AVERAGE CONDITION OF ALL WASTEWATER SERVICE ASSETS

Who: GIS/Survey Technician

7.1 Open the City of Selkirk's Asset Registry

7.2 Navigate to the "Service Area" column and use the drop down to select only "Wastewater Services".

7.3 Navigate to the "Status" column and use the dropdown to select only "Active" assets.

7.4 Navigate to the "Weighted Condition" column.

7.5 Select all cells that are in this column by selecting the top cell and pressing "Ctrl+Shift" and the down arrow on your keyboard. All cells will be selected.

- 7.6 Acquire the average weighted condition from the bottom right corner of the Asset Registry. This will appear next to "Sum:".
- 7.7 Record this value in the Wastewater Services tab of the *KPI Database*, under the technical KPI section.