Service Levels performance was solid in Q1

- 19 service level indicators are meeting/exceeding targets, unchanged since Q4 2019

- Performance highlights:
  - % of priority water, drainage and wastewater response within one hour improved from 84% in Q4 2019 to 88% in Q1 2020, although 2% shy of 90% target
  - # of missed SW pickups per 1,000 stops improved from 1.1 in Q4 to 0.7 in Q1
  - % of missed SW pickups collected within one business day improved from 93% in Q4 to 98% in Q1

- Challenges:
  - WMBE consulting goal missed target – 19% vs. targeted 22%
Q1 2020 SBP Quarterly Performance Update

Action Plans Performance: 6 are on track, 4 are facing delays

- **On track**: Green Fleet, GSI Expansion, Pump Stations, Force Mains, and Combined Sewer Overflow Outfalls; Sewer Rehabilitation; Technology Services; Water and DWW Opportunity projects.

- **Minor delays**: Apprenticeship Program; Facilities Improvements; Sewer Lining; Water Distribution System Maintenance.