Q3 SBP Update
Customer Review Panel
01/13/2020
Q3 2019 SBP Update

Service Levels performance slightly improved

- **18** service level indicators are *meeting/exceeding targets*
- Out of **5** indicators *not meeting targets*, **3 improved** their performance as compared to Q2:
  - % of priority (priority 9) *water, drainage, and wastewater problems response*;
  - # of *missed SW pickups per 1,000 stops*;
  - % of *missed SW pickups collected within one business day*.

Action Plans’ performance fluctuated: **5** are on track, **5** facing delays, **1** completed

- **On track:** Green Fleet, GSI Expansion, Sewer Lining, Tech Services, Water and DWW Opportunity projects;
- **Facing delays:** Apprenticeship Program; Facilities Improvements; Pump Stations, Force Mains, and Combined Sewer Overflow Outfalls; Sewer Rehabilitation; Water Distribution System Maintenance;
- **Completed:** Security Monitoring.
Q3 2019 SBP Update

Gallons of runoff water managed using Green Stormwater Infrastructure within City of Seattle

Gallons of runoff water managed using GSI

- Number of Gallons in millions
- 1MG
- 260MG
- 263MG
- 290MG
- 700MG

2000, 2018, 2019 YTD, 2020 (projected), 2025 (target)

Runoff managed with GSI represents 2% of overall stormwater runoff in the city; 700MG will represent 5%

Collection of GSI metrics will continue through 2025

Background and methodology for measuring:

- **Goal**: By 2025 managed an average annual volume of 700MG with GSI (1000 gallons per person per year)

- Quarterly, SPU would use a previous year’s baseline, plus added facilities installed or incentivized by SPU, SDOT and King County

- Seattle Department of Construction and Inspections stormwater compliance, facilities installed by Seattle Parks & Rec, and community partner-led projects can be reported only on annual basis

- Annual number includes all reporting components and represents actual results from 2000 to YTD