

Q3 SBP Update

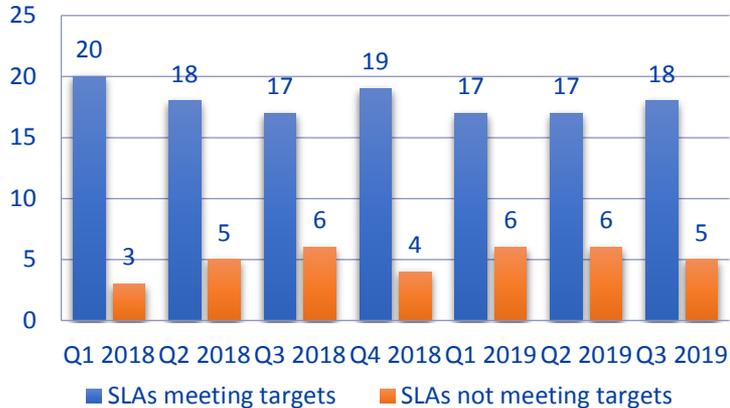
Customer Review Panel

01/13/2020



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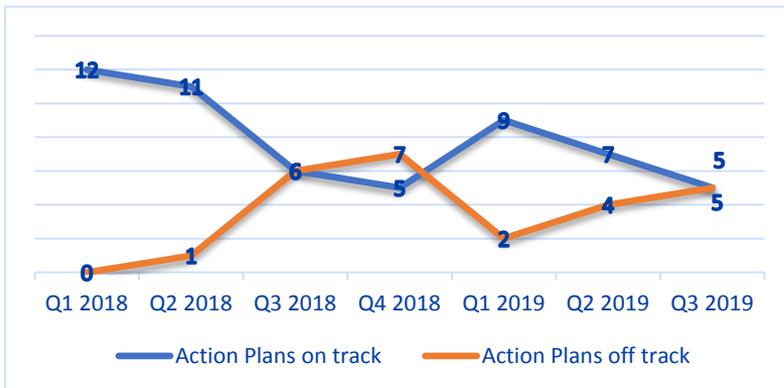
Service Levels performance slightly improved



- **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

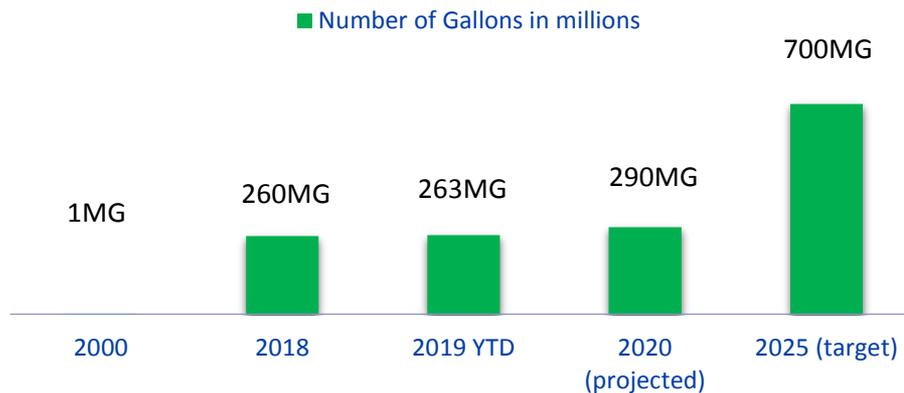


- **On track:** Green Fleet, GSI Expansion, Sewer Lining, Tech Services, Water and DWW Opportunity projects;
- **Facing delays:** Apprenticeship Program; Facilities Improvements; Pump Stations, Force Mains, and Combined Sewer Overflow Outfalls; Sewer Rehabilitation; Water Distribution System Maintenance;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

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

Gallons of runoff water managed using GSI



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