Q4 2019 SBP Performance Update
Customer Review Panel
04/17/2020
Q4 2019 SBP Quarterly Performance Update

Service Levels performance continued to improve

- **19** service level indicators are **meeting/exceeding targets**, best results since the start of 2019

- Out of 4 indicators **not meeting targets**, **2 improved** as compared to Q3:
  - # of missed SW pickups per 1,000 stops (0.75 in Q4 vs.);
  - % of missed SW pickups collected within one business day (98% in Q4 vs.).
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Action Plans performance varied: 4 are on track, 6 facing delays

- **On track:** Green Fleet, GSI Expansion, Sewer Lining, Water and DWW Opportunity projects.

- **Minor delays:** Apprenticeship Program; Facilities Improvements; Pump Stations, Force Mains, and Combined Sewer Overflow Outfalls; Sewer Rehabilitation; Technology Services; Water Distribution System Maintenance.