



2018 ANNUAL REPORT CARD

Seattle Public Utilities' (SPU) mission is to provide efficient and forward-looking utility services that keep Seattle the best place to live and work for everyone. Our 2018-2023 Strategic Business Plan helps us work towards that mission by establishing values, focus areas, investment areas, and service goals. This Annual Report Card highlights the progress we've made in the last year towards achieving the goals laid out in our plan.

2018 HIGHLIGHTS

Water System Seismic Planning

In fall 2018, SPU completed a seismic study that assessed how Seattle's drinking water system would fare in a catastrophic earthquake. To date, SPU has invested more than \$100 million in seismic upgrades to water infrastructure. Completed and future upgrades will provide more protection for the water system during and decrease system disruptions after an earthquake.

More info at seattle.gov/util/seismicplanning

Industry's Greenest Fleet

In 2018 SPU finalized two solid waste contracts with partners Recology and Waste Management that commit to rolling out a roughly 200-vehicle fossil fuel-free garbage, recycling, and compost collection truck fleet by 2020. The fleet, which includes two all-electric, full size recycling trucks, further establishes Seattle as a model for U.S. cities in combating climate change.

More info at atyoursevice.seattle.gov

Ship Canal Water Quality Project

Construction on SPU's Ship Canal Water Quality Project began in fall 2018. In partnership with King County, SPU is building a 2.7-mile, 18' diameter storage tunnel to capture and hold polluted stormwater and sewage that overflows during heavy rains. The project will, on average, keep more than 75 million gallons of polluted stormwater and sewage out of local waters each year.

More info at seattle.gov/util/BallardShipCanal

Contact Center Improvements

In early 2018 SPU worked aggressively to address long call wait times in our contact center and make improvements to customer experience. Efforts included extended hours, staffing increases, optimized call routing, and a new call-back feature, among other improvements. As a result, SPU eliminated non-phone backlogs and reduced call wait times by an average of eight minutes.

No time to call? Go to seattle.gov/util/EmailUs

BY THE NUMBERS

Here's a sample of the work Seattle Public Utilities did in 2018:

Diverted **14 million gallons** of roof runoff through the RainWise program.

Rehabilitated **12 miles** of drainage and wastewater pipe.

Removed **2,341,680 pounds** of illegally dumped material.

Protected our local water bodies by responding to **800+** reports of spills and pollution, including 3 major incidents.

Tested **20,000** drinking water samples.

Hosted **24,000+** visitors at the Cedar River Watershed.

Spotted **2 Chinook salmon** spawning in Thornton Creek for the first time in eight years thanks to SPU's creek restoration work.

Rescued **2 goldfish** from a stormwater catch basin and gave them a new home.

Cleaned **5 football fields-worth** of graffiti.

23 water meter readers completed **1.1 million** water meter reads.

Engaged **73 schools** in drainage and wastewater youth education programs.

Installed **2,450 linear feet** of earthquake-resistant pipe.

2018 PERFORMANCE

Services	Measure	2018 Performance
Effective customer service	Respond to 90% priority reports of drinking water, drainage, and wastewater problems within one hour.	Exceeded goal. (responded to 95% of priority reports within one hour)
Mountain-fresh drinking water	Maintain 100% compliance with Department of Health regulations; maintain regulatory compliance and provide sufficient supply to meet customers' water needs.	Met goal. (100% compliance)
Safe sewage transport to King County treatment plants	No more than four sewer overflows per 100 miles of pipe in the current biennium.	Exceeded goal. (1.9 sewer backups per 100 miles of pipe)
Dependable garbage, food and yard waste, and recycling pickup	Provide reliable solid waste pickup with only one missed pickup for each 1,000 stops.	Exceeded goal. (0.7 missed pickups per 1,000 stops)
Effective recycling and composting	Recycle 70% of all solid waste citywide by 2022.	In progress. (57% recycling rate)
Drainage that reduces flooding and pollution	Remove 140 tons of pollutants from roads in 2018.	Exceeded goal. (removed 145 tons of pollutants)
Planning for the future	Manage 11.3 million gallons of stormwater runoff using Green Stormwater Infrastructure (RainWise rain gardens and cisterns) in 2018.	Exceeded goal. (managed 13.8 million gallons of stormwater)
Efficient illegal dumping pickup	Complete requests for illegal dumping cleanup within 10 business days at least 80% of the time.	Exceeded goal. (cleanup within 10 business days 98% of the time)
Efficient graffiti removal	Clean up graffiti on SPU property and SDOT structures within targeted times at least 90% of the time (10 business days for SDOT structures; six business days for SPU property).	Exceeded goal. (met target cleanup times 97% of the time)

SPU PRIORITIES

Improve affordability and accountability

Achieve excellence in core service delivery

Build equity through strong and inclusive partnerships

Enhance public health and the environment

CONTACT US

Customer Service

Email: www.seattle.gov/util/EmailUs (24/7)
Phone: (206) 684-3000 (M-F, 7:30am–6pm)

Report Problems

Graffiti, Illegal Dumping, Needles, Pollution Concerns
Online: www.seattle.gov/util
Phone: (206) 684-7587
Find It, Fix It app: www.seattle.gov/finditfixitapp

24/7 Emergency Services

Flooding, Sewer Backups, Hydrant Leaks, Spills*
Phone: (206) 386-1800

*auto fluid/other hazardous spills to drains/water bodies

For interpretation services please call 206-684-3000.

如需口譯服務請電 206-684-3000。

통역 서비스를 원하시면 206-684-3000 번으로 전화해 주십시오.

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Para servicios de traducción, por favor, llame al 206-684-3000.

Para sa serbisyo ng tagapagpaliwanag, tumawag sa 206-684-3000.

Muốn yêu cầu dịch vụ thông dịch xin gọi số 206-684-3000.

seattle.gov/utilities

