

FORM A
PERFORMANCE TARGETS

LWD NAME : BAGO CITY WATER DISTRICT


MFOs AND PERFORMANCE INDICATORS (1)	FY 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2015 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2015 Budget:						
PI 1 (Quality) access to potable water	Percentage of barangay with access to potable water against the total number of barangays within the coverage of the LWD	29.17% or 7/24 barangays	29.17% or 7/24 barangays	GM's Office	29.17% or 7/24 barangays	100%
PI 2 (Quality) reliability of service	Percentage of household connections receiving 24/7 supply of water	94%	94%	Eng'g and Operations	94%	100%
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water	1-76 : 1	1-68 : 1	Eng'g and Operations	Rated Capacity - 15,283 m3/mo. Demand - 5,151 m3/mo. or 2-97 : 1	188%
B. Water Distribution Service Management						
2015 Budget:						
PI 1 (Quality) NRW	Percentage of unbilled water to water production.	22 % of total production	22.0%	Eng'g and Operations	22.0%	100%
PI 2 (Quality) potability	Average deviation from PNSDW (chlorine residual requirements) from January 1 to December 31.	0.03 ppm	0.03 ppm	Eng'g and Operations	0.03 ppm	100%
PI 3 (Timeliness) adequacy/reliability of service	Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC	within a day if major repairs, 2.5 hrs. if minor	within a day for major repairs, 2.5 hrs. for minor repair	Eng'g and Operations	within a day for major repairs, 2.5 hrs. for minor repair	100%

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Support to Operation (STD)						
2015 Budget :						
PI 1	Staff Productivity Index The Staff Productivity Index of one (1) position for every one hundred (100) service connections for Category D, and one hundred twenty (120) service connections for Categories A to C, shall be strictly observed in the determination of the total number of positions in an LWD (in PI 3)	1 : 120	1 : 120	GM's Office	1 : 118 Including J.O.	98.3%
PI 2 affordability	Reasonableness/Affordability of water rates to consumers with access connections. Water rate for the 1st 10 cu.m. must not exceed 5% of the average income of LIG.	P 9,413.00/mo. 1.61%	P 9,413.00/mo. 1.54%	GM's Office	LIG - P 9,884.00/mo. 1.54%	100%
PI 3	Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints	100 % of complaints received were acted	100%	Finance and Commercial	100%	100%
General Administration and Support Services (GASS)						
2015 Budget :						
PI 1	Financial viability and sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	Coll. Ratio - 80.98% Operating Ratio - 86% Current Ratio - 224.2%	Coll. Ratio - 82% Operating Ratio - 81% Current Ratio - 249.5%	Finance and Commercial	Coll. Ratio - 80% Operating Ratio - 84.74% Current Ratio - 254.10%	97.60% 104.60% 105.90%


* NSO , 2011 Annual Poverty Indicators Survey

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PI 2	a. Compliance with COA reporting requirements in accordance with content and period of submission Submission of five financial reports i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement , Report on Ageing of Cash Advance	All Complied	Compliance	Finance and Commercial	Full Compliance	100%
	b. Compliance with LWUA reporting requirements in accordance to content and period of submission i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/ Chemical/Chlorine residual report, Approved WD budget w/Annual Procurement Plan. Annual report	Complied	Full Compliance	Finance and Commercial and Eng'g and Operations	Full Compliance	100%

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