

**WATER & WASTEWATER SERVICES
ADMINISTRATION**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To administer and coordinate all activities within the Water and Wastewater Services to optimize productivity, increase cost-effectiveness, and ensure compliance with all county, state, and federal requirements.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
Number of community/countywide level communications events attended to provide information	10	7	14
Total mailings to customers in Neighborhood Improvement Projects (NIPs)	9285	6076	25,000
Active neighborhood projects	13	12	45
Cost per customer contact (\$)	216	81	123
Average contacts handled by customer liaison	934	1,251	1,300
Percent of complaints responded to within 16 working hours	100	50.5	100
Number of external customer complaints	158	128	800
Percent of total customers in NIP's contacted	63	47.5	57