

Pembroke Pines KPI's					
#	Department	KPI	Detail	Target Performance	Area
1	Treatment	Water Compliance	Per regulatory permit requirements.	100%	W
2		Wastewater Compliance		100%	WW
3		Critical Equipment Uptime	High Service Pumps.	90%	W
4			Wet Well Transfer Pumps.	90%	W
5	Distribution	Leak Repair	Leak Repair - Water Main.	Over 25 gals/min repaired within 24 hours. Less than 25 gals/min within 48 hours.	W
6			Leak Repair - Water Service Line.	Over 25 gals/min repaired within 24 hours Less than 25 gals/min within 48 hours.	W
7			Leak Repair - Meter Leak.	Over 25 gals/min repaired within 24 hours. Less than 25 gals/min within 48 hours.	W
8			Leak Repair - Other Minor Leak (less than 5 gals/min).	Repaired within 4 calendar days	W
9		Site Restoration	Restoration of site after field work.	Completely restored within 2 weeks. Exceptions may be accepted with City approval.	W
10		Valve Exercising	Per valve exercising program.	Each valve every 5 years. Technical specifications to match current contract.	W
11		Fire Hydrant PM	Per hydrant preventive maintenance program.	Every hydrant once/year.	W
12		Fire Hydrant Clean/Paint	Per hydrant painting program.	25% of all hydrants cleaned/painted annually.	W
13		Valve Repair	Repair of inoperable valves.	Inoperable valves repaired/replaced within 4 weeks.	W
14	Wastewater Collection & Transmission	Gravity Sewer Main Blockage	Clearing of blockage.	Cleared within 2 hours.	WW
15		Sewer Lateral Blockage		Cleared within 3 hours.	WW
16		Gravity Sewer Main Cleaning	Preventive maintenance.	All mains cleaned once every 5 years. Contractor to maintain a list of problem mains that need to be cleaned more often, and clean them more frequently, as needed.	WW
17		Gravity Sewer Main Point Repair	Repair of damaged main.	Damage resulting in blockage repaired within 48 hours. Damage not resulting in blockage repaired within one week.	WW
18		Leak Repair - Force Main		Repaired within 24 hours.	WW
19	Wastewater Pumping Stations	Call Outs (reactive maintenance)	Onsite attendance and diagnosis of issue.	Response time of 1 hour with prompt resolution based on specific issue	WW
20	Customer Service & Billing	Water Leak Complaint	Complaints.	Large leak investigate within 30 mins, small leak investigate within 60 mins.	CS
21		SSO Complaint		Investigate within 30 mins.	CS
22		Sewer Backup Complaint		Investigate within 30 mins.	CS
23		Customer Escalated Concerns to Administration	Escalated Complaints.	Investigate within 30 mins and respond back to City Customer Service Manager	CS
24		Daily Work Orders	Transmission of daily work orders.	Sent back to the customer service manager by end of same day or by 8am next business day	CS
25		Utility Account Biling Management	Required Reports.	Zero Consumption Report run every month for 3 consecutive month interval - accounts to be verified in the field and appropriate action taken. (Ex: if a stuck meter, then meter to be changed)	CS
26				Estimated Read Report run every month for 3 consecutive month interval - account to be verified in the field and appropriate action taken. (Ex: fogged/broken lens-change the meter; if car parked over/locked gate-notify customer service manager for process)	CS
27		Utility Account Work Orders	Capture all customer inquiries in work order management system.	Work orders to be written/generated for all action being requested (by customer inquiries, billing department for meter changes, leak check where leak is on customer side, verifies, etc.) that affects a Utility account.	CS