

## Field Operations Division FY15-16 Performance Measures Wastewater Section

Goal	Alignment with Mission	Plan of Action	Annual Amount
Customer Service - Calls	Exceptional Customer Service, Professionalism	Answer all Wastewater wastewater blockage related calls within 1 hour	100%
Wastewater Pipe (Hydro{Jet})	Preserving and Enhancing the Quality of Life, Environmental Responsibility	Complete cleaning of ww pipes with Vac-Con, measured in lf	506,000
Wastewater pipe (Rod{continuous rodder})	Preserving and Enhancing the Quality of Life, Environmental Responsibility	Complete cleaning of ww pipe with Continuous Rodder, measured in lf	362,000
CCTV Wastewater Pipe	Preserving and Enhancing the Quality of Life, Environmental Responsibility	Complete video inspection of ww pipe with CCTV Truck, measured in lf	96,000
Storm Drain System Boxes	Preserving and Enhancing the Quality of Life, Environmental Responsibility	Complete clean-outs of storm drain boxes with Vac-Con, measured in lf	1,600
Wastewater Pipe (Hydro{Jet}) Hot Spots	Preserving and Enhancing the Quality of Life, Environmental Responsibility	Complete cleaning of ww Hot Spots with Vac-Con Truck, measured in lf	68,640
Wastewater pipe (Rod {continuous rodder}) Hot Spots	Preserving and Enhancing the Quality of Life, Environmental Responsibility	Complete cleaning of Wastewater hot spots with Continuous Rodder, measured in slf	68,640