



Agenda Date: 3/18/2020

Agenda Placement: 8A

## Napa Sanitation District Board Agenda Letter

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**TO:** Honorable Board of Directors  
**FROM:** Timothy Healy - General Manager  
NS-Administration  
**REPORT BY:** Cyndi Bolden, Senior Accountant - 258-6001  
**SUBJECT:** Accept the Annual Performance Measurement Report

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### **RECOMMENDATION**

Accept the annual Performance Measurement Report for 2019.

### **EXECUTIVE SUMMARY**

NapaSan staff has prepared the tenth annual report on its Key Performance Indicators. The report is structured around the Effective Utility Management (EUM) framework for evaluating water and wastewater utilities. EUM was developed cooperatively with the US EPA, Water Environment Federation, American Water Works Association, American Public Works Association, National Association of Clean Water Agencies, other professional associations, and professional utility managers from the water and wastewater sectors. NapaSan staff has evaluated EUM and believes that it is applicable and highly relevant to the Napa Sanitation District.

EUM has identified ten attributes of effectively managed water sector utilities. It is intended that focusing on these ten attributes will help utilities maintain a balanced focus on all important areas of water and wastewater utility management. The performance measurement report has been divided into those ten attributes:

1. Product Quality
2. Customer Service
3. Employee and Leadership Development
4. Operational Optimization
5. Financial Viability
6. Infrastructure Stability
7. Operational Resiliency
8. Community Sustainability
9. Water Resource Adequacy

10. Stakeholder Understanding & Support

For each of the ten attributes, there are a number of quantitative and some qualitative measures that show how NapaSan is performing.

Attached is the Performance Measurement Report for Calendar Year 2019. Staff will give a brief presentation to highlight accomplishments and any changes that are represented in the report.

**FISCAL & STRATEGIC PLAN IMPACT**

Is there a Fiscal Impact? No

**ENVIRONMENTAL IMPACT**

None.

**BACKGROUND AND DISCUSSION**

None.

**SUPPORTING DOCUMENTS**

A . Performance Measurement Report

Napa Sanitation District: Approve

Reviewed By: Timothy Healy