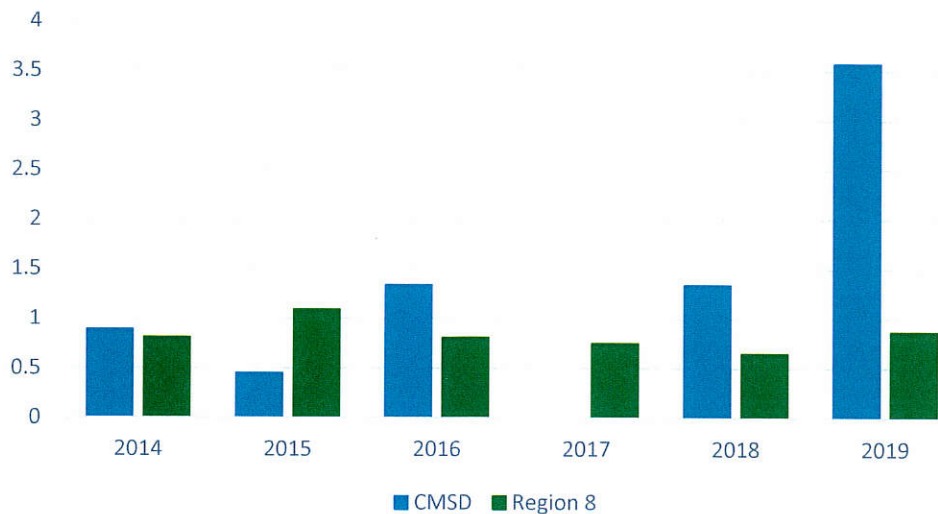


**ICMA Certificates in Performance Management: 2020 Application**  
**Costa Mesa Sanitary District**  
**Questions 7.B & C.1b**

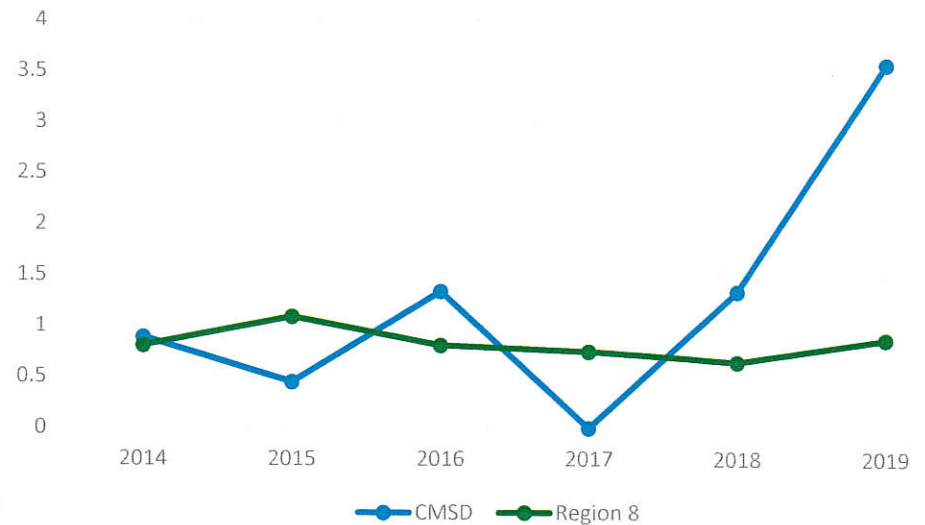
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ATTRIBUTE		WHY IMPORTANT?				
Recruit and retain a highly engaged and effective workforce		A high performing and engaged workforce will achieve desired results and move the organization forward to achieving its mission				
Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Number of Sanitary Sewer Overflows (SSOs) per 100 miles of Sewer	2017: ≤ 0.75 2018: ≤ 0.65 2019: ≤ 0.87	0	1.34	3.57	👎	Current Goal is from Region 8 (Santa Ana) of the California Integrated Water Quality System (CIWQS) database, which is a computer system used by the State Water Control Board to track SSOs in California. The District experienced 8 SSOs in 2019. The District got behind cleaning due to one of its cleaning units consistently breaking down. A contractor has been hired to help catch up on the cleaning.

# of SSOs per 100 Miles of Sewer



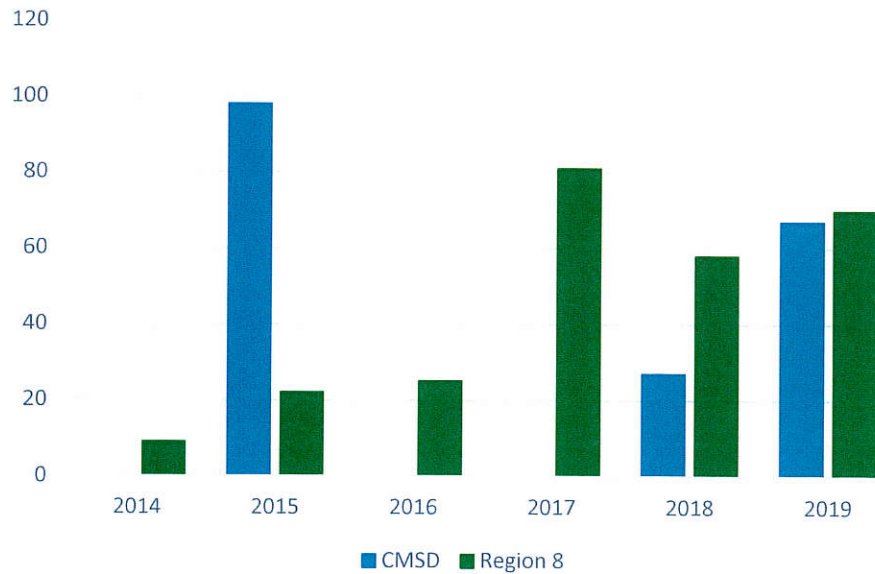
# of SSOs per 100 Miles of Sewer



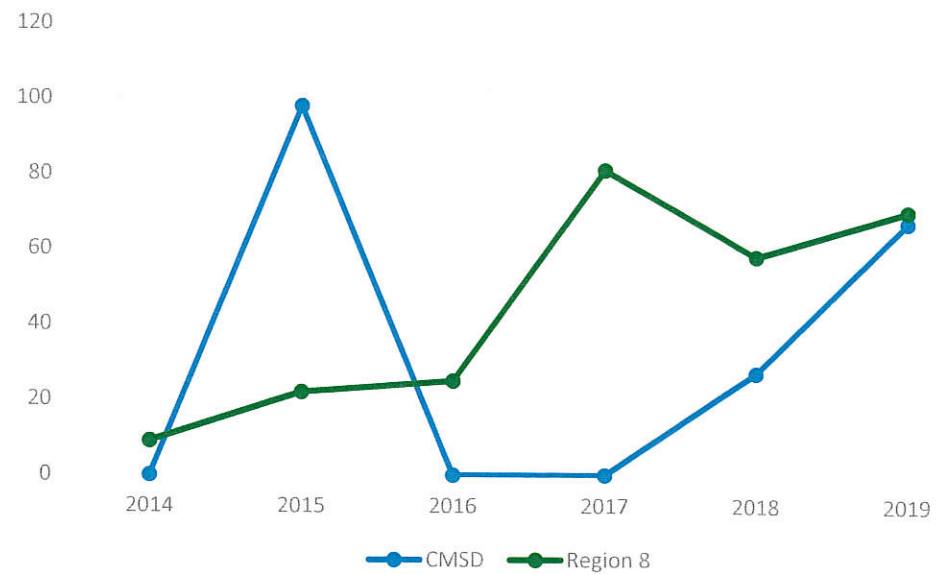
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Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Percent of sewage gallons spilled reached surface water	2017: ≤ 81% 2018: ≤ 58% 2019: ≤ 70%	0%	27%	67%	👎	Goal is from Region 8 (Santa Ana) of the California Integrated Water Quality System (CIWQS) database, which is a computer system used by the State Water Control Board to track SSOs in California.

**% SSO Gallons Reached Surface Water**



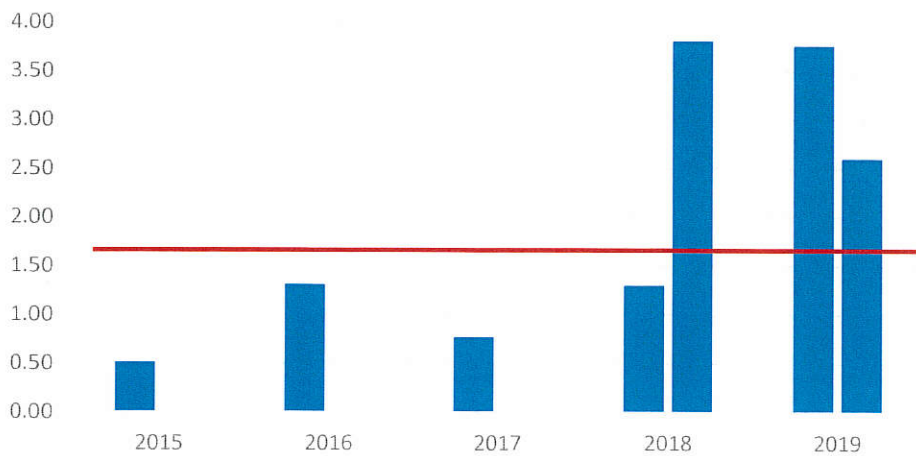
**% SSO Gallons Reached Surfaced Water**



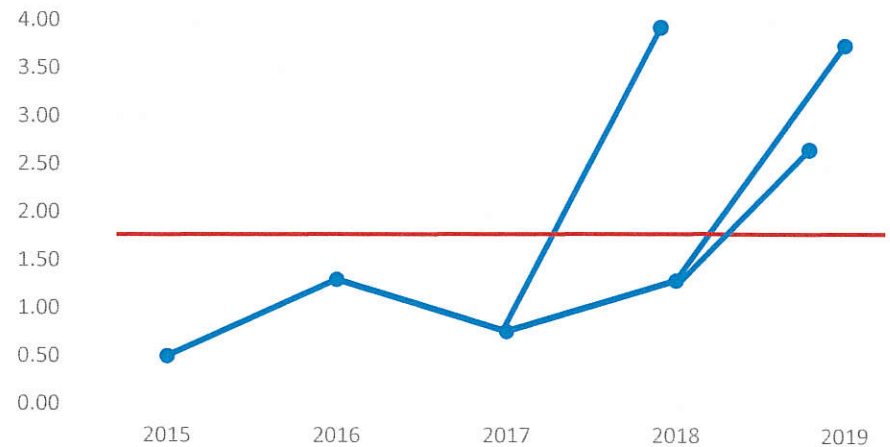
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ATTRIBUTE		WHY IMPORTANT?				
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Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Rain ingress entering wastewater system	≤ 2%	0.76%	1/9: 1.29%	1/12: 3.75%	👎	Inflow of rain water entering wastewater systems can cause SSOs. Orange County Sanitation District (OCSD) encourages rain ingress of less than 2%. CMSD sealed and plugged manholes at locations that are prone to flooding.  Smoke testing is complete and found minimal defects in the system. Flow monitors were installed to try to pinpoint inflow during significant inclement weather conditions (e.g. 1" of rain).
			12/7: 3.8%	2/15: 2.59%	👎	

Rain Ingress ≤ 2%



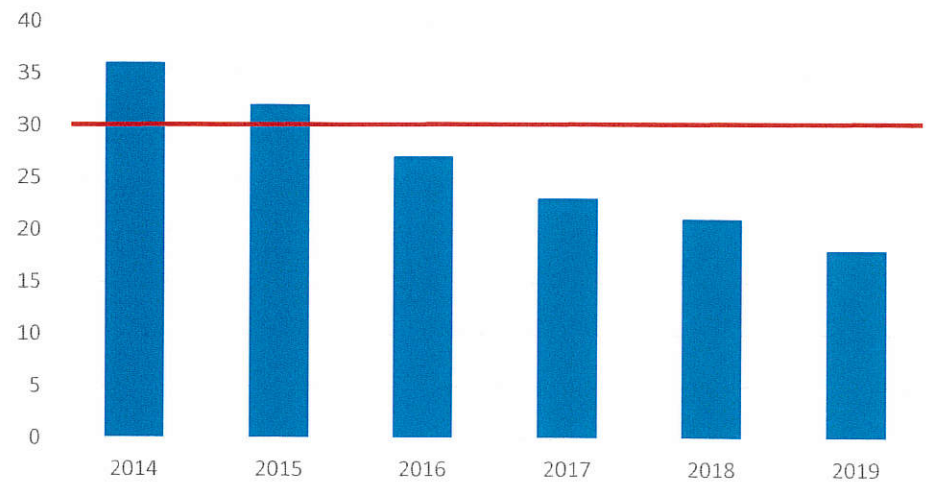
Rain Ingress ≤ 2%



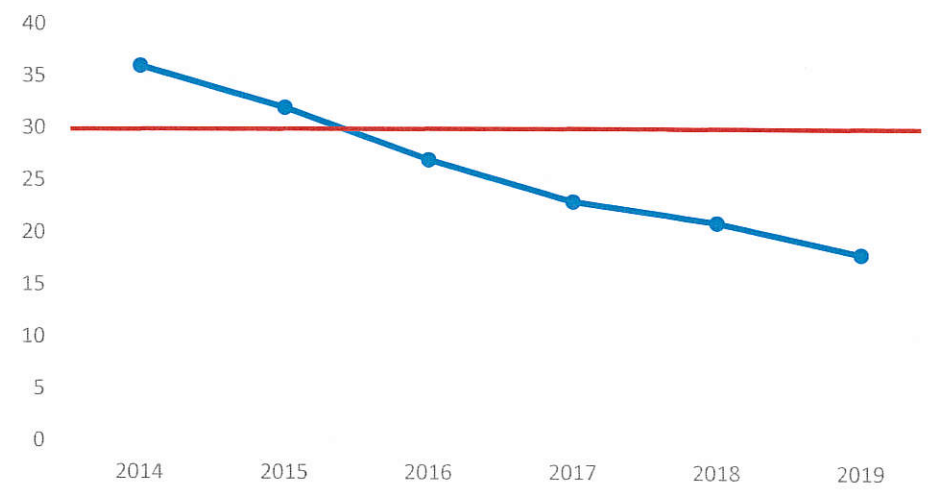
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Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Hot spot locations	≤ 30	23	21	18	👍	Hot spot locations require higher frequency of cleaning (e.g. 2 to 3X per year). Reducing the number of hot spots allow CMSD to reallocate more staff hours dedicated to cleaning the entire system within 18 months. Randolph at Baker was added to the hotspot list due to grease accumulation from restaurants at the Camp and the Lab.

Hot Spot Locations ≤ 30



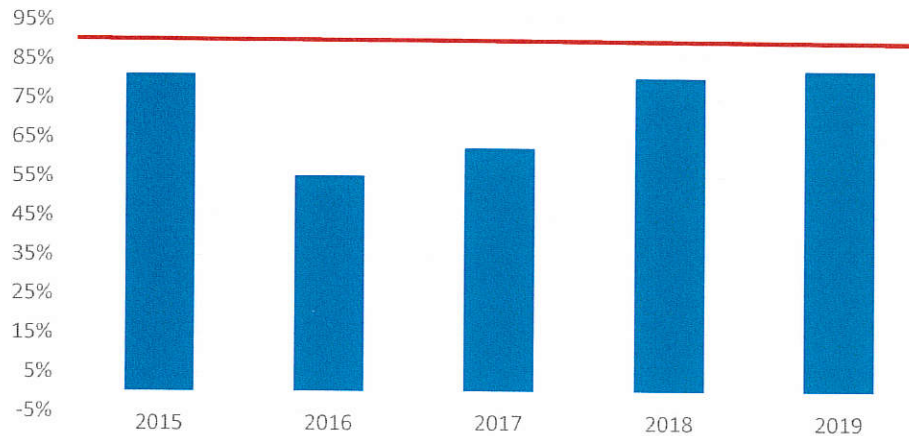
Hot Spot Locations ≤ 30



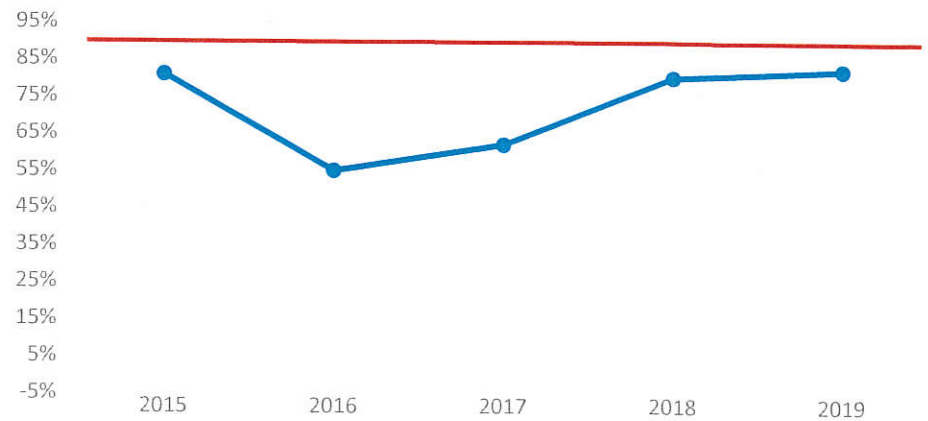
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Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Percentage of code enforcement cases regarding trash carts stored in public view are closed within fifteen working days	90%	62%	80%	82%	👍	CMSD’s web and mobile application, GoCMSD, allows residents to report issues such as trash carts left in public view. The objective for code enforcement is achieving sustained compliance. Sometimes, code enforcement will experience homeowners/renters complying with District code one week after receiving a violation warning notice, but the homeowner/renter will be found in noncompliance two weeks after receiving the notice. In addition, code enforcement will experience varying degree of compliance such as storing trash carts in front of the garage or visible in the side yard.

% of Code Enforcement Cases Closed within 15 working days



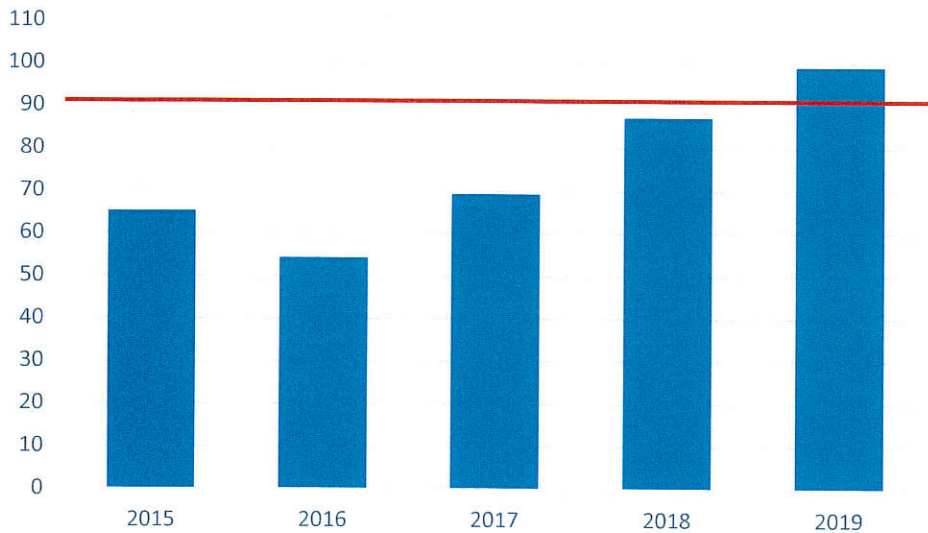
% of Code Enforcement Cases Closed within 15 working days



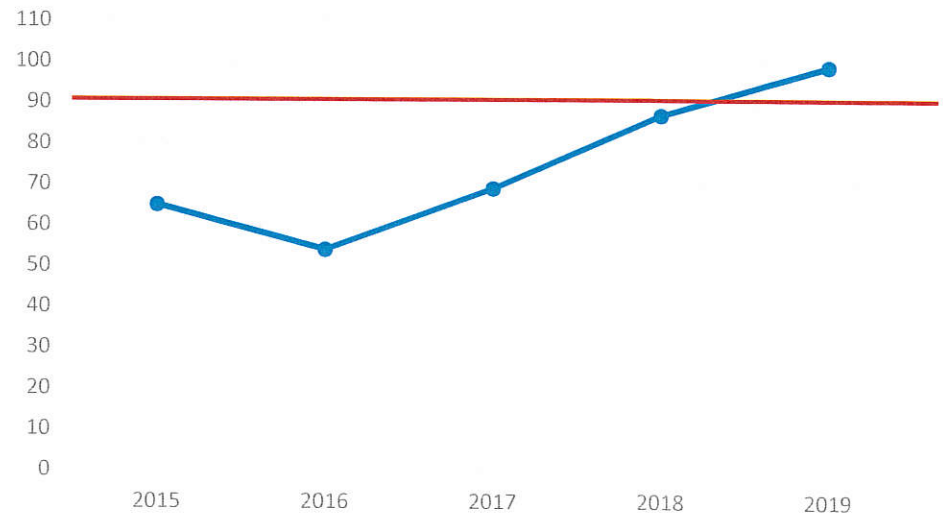
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ATTRIBUTE		WHY IMPORTANT?				
<b>Efficiency: Performing to the best of our abilities with the least amount of lost time and effort</b>		<b>Being efficient demonstrates how well CMSD is using its resources. It proves functions are completed in a timely manner and there is less bureaucracy within the organization.</b>				
Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Missed trash collection and rescheduling courtesy collection 90% of complaints responded and courtesy collection occurs within:	1 Business Day	69%	87%	99%	👍	In 2017, courtesy pickups were scheduled within 1 business day but reports were not closed on time. Staff is now closing requests as soon as a confirmation email is received by hauler for the scheduled courtesy pickup.

**% of Complaints Responded and Courtesy Collection Occurs within 1 Business Day**



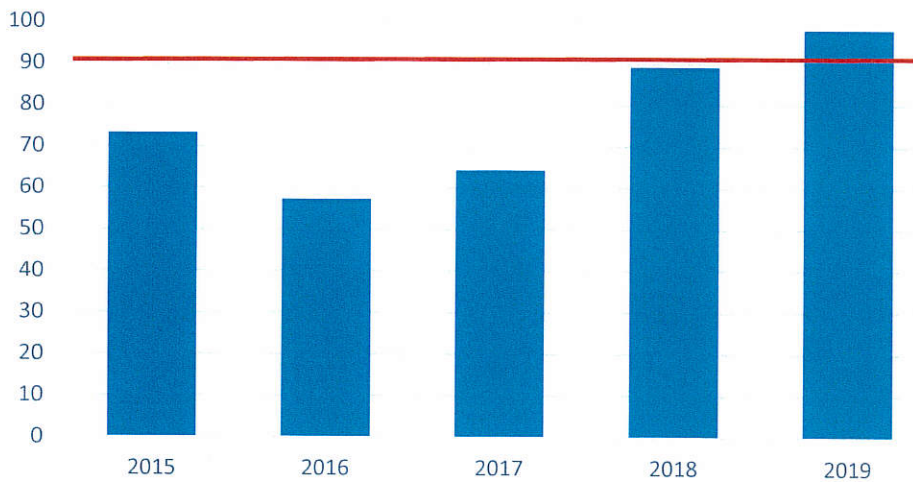
**% of Complaints Responded and Courtesy Collection Occurs within 1 Business Days**



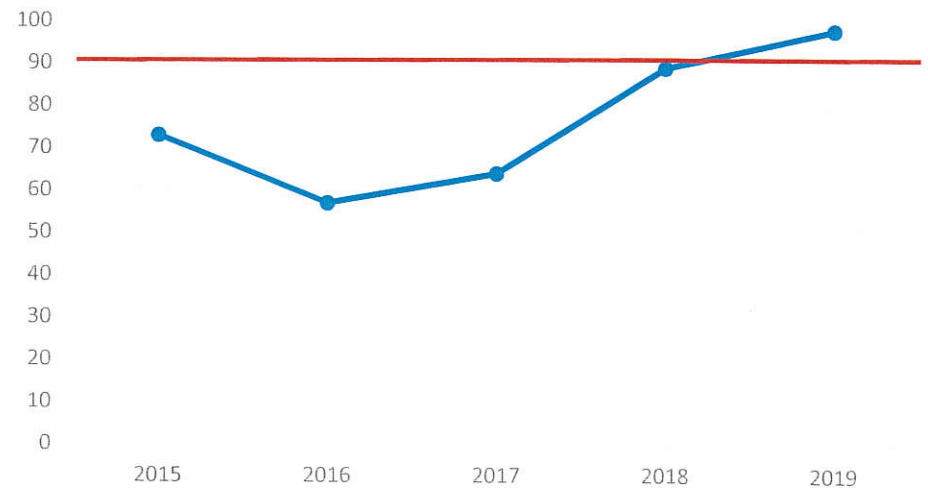
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Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Trash Cart Replacement 90% of request responded within:	1 Business Day	64%	89%	98%	👍	In 2017, trash cart replacement requests were not closed on time. Staff is now actively closing request as soon as a confirmation email is received from hauler.

**% of Trash Cart Replacement Request Responded within 1 Business Day**



**% of Trash Cart Replacement Request Responded within 1 Business Day**

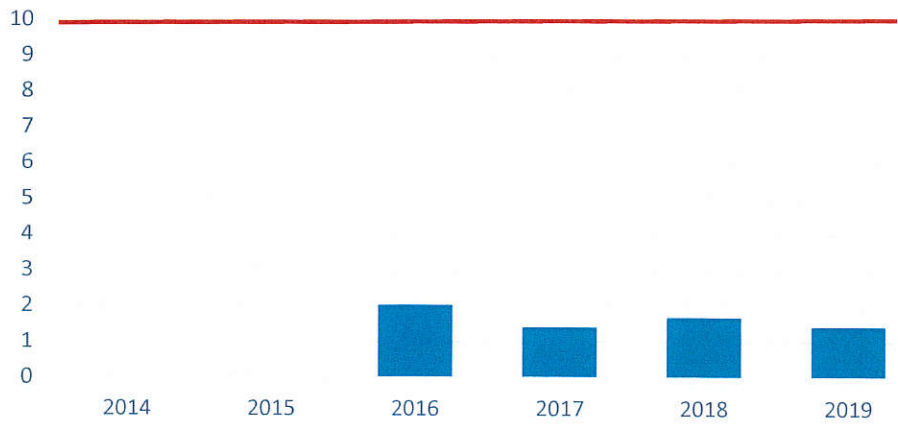




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Performance Measures	Current Goal	Outcome			Trend	Comments or Analysis
		CY 2017	CY 2018	CY 2019		
Average number of business days it takes responding to Public Records Request with requested documents	10 Days	1.38	1.66	1.40	👍	2014 and 2015 data not available. Under the California Public Records Act, an agency must determine within 10 calendar days starting after the date of receipt of a request whether the request seeks copies of identifiable public records that may be disclosed and must promptly notify the requester of this determination. The District received five public records request in 2019.

**Ave # Days Responding to PRA with Requested Documents**



**Ave # Days Responding to PRA with Requested Documents**

