

Q4 2019 SBP Performance Update

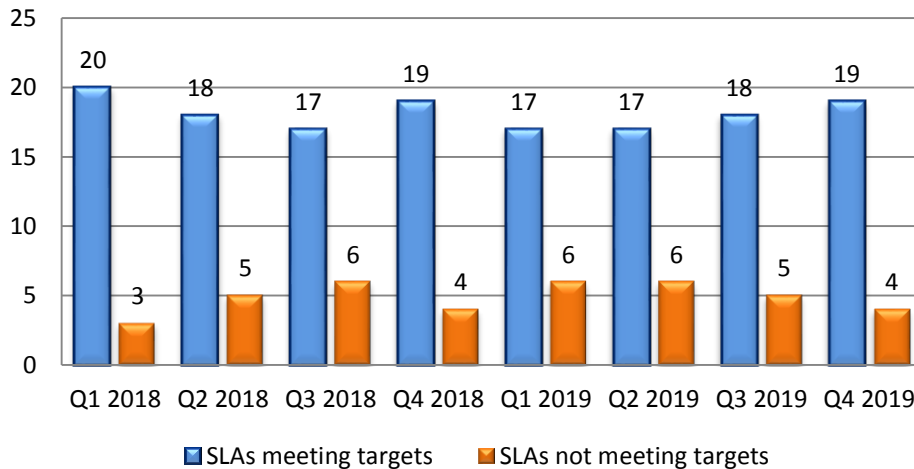
Customer Review Panel

04/17/2020



Q4 2019 SBP Quarterly Performance Update

Service Levels performance continued to improve



- **19** service level indicators are **meeting/exceeding targets**, best results since the start of 2019

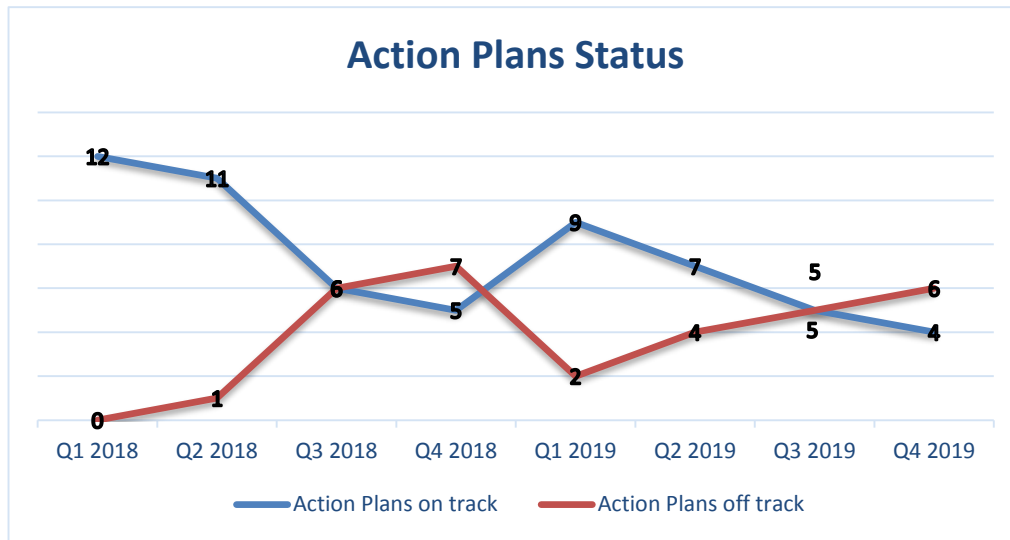
- Out of **4** indicators **not meeting targets**, **2 improved** as compared to Q3:

- # of missed SW pickups per 1,000 stops (0.75 in Q4 vs.);

- % of missed SW pickups collected within one business day (98% in Q4 vs.).

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Action Plans performance varied:
4 are on track, 6 facing delays



- **On track:** Green Fleet, GSI Expansion, Sewer Lining, Water and DWW Opportunity projects.

- **Minor delays:** Apprenticeship Program; Facilities Improvements; Pump Stations, Force Mains, and Combined Sewer Overflow Outfalls; Sewer Rehabilitation; Technology Services; Water Distribution System Maintenance.