

FISCAL YEAR 2018 BUDGET IMPLEMENTATION REPORT FOR THE QUARTER ENDING DECEMBER 31, 2017

Mission	Program Name	Program Goal	Program Objective	Success Measure	FY 2016 Actual	FY 2017 Estimate	FY 2017 Actual	FY 2018 Estimate	FY 2018 1st QTR YTD	FY 2018 2nd QTR YTD	FY 2018 3rd QTR YTD	FY 2018 4th QTR YTD
To provide clean and safe drinking water to customers on the islands of Maui and Molokai	Water Administration Program	Goal #1: Provide reliable, top quality water service at resonable cost.	1. Plan, design, fund and construct CIPs in a timely manner	% of CIP design projects within schedule	78%	100%	78%	100%	75%	80%		
			2. Maintain affordable and equitable rates and fees	Maintaining a three month operations reserve fund	100%	100%	N/A	100%	100%	100%		
			3. Complete Maui Water Use and Development Plan	In-house completion of WUDP	25%	100%	N/A	N/A	N/A	N/A		
		Goal #2: Recruit and retain needed staff.	1. Retain and enhance opportunities for existing staff	# of staff promoted or obtaining new certifications	21	18	N/A	20	4	7		
				# of staff training/educational opportunities provided	282	148	N/A	300	41	110		
				% of annual evaluations completed on time	47%	60%	36%	70%	58%	62%		
			2. Design, complete and follow-up on employee satisfaction survey	% of completed surveys	N/A	N/A	N/A	40%	N/A	51%		
				Compilation of results	N/A	N/A	N/A	100%	N/A	100%		
				Follow-up on findings	N/A	N/A	N/A	90%	N/A	Hiring consultant to provide training		
		Goal #3: Improve public relations and customer service	1. Increase outreach to customers	# of flyers inserted in bills	N/A	N/A	N/A	4	1	2		
				2. Design, complete and follow-up on a customer satisfaction survey	% of surveys completed and returned	N/A	N/A	N/A	10-15%	N/A	Ongoing	
			Compilation of results		N/A	N/A	N/A	100%	N/A	Ongoing		
			Follow-up on findings		N/A	N/A	N/A	90%	N/A	N/A		
			3. Process permits in a timely and efficient manner	# of Upcountry List requests processed (reoffers)	19	50	N/A	60	0	20		
				Average days for single family residential permit review	21	21	N/A	21	21	21		
		Goal #4: Support a sustainable water supply.	1. Protect watersheds, aquifers and stream resources	\$ funded for watershed protection	\$1,975,500	\$2,100,000	N/A	\$2,142,000	Contracts under legal review	\$393,000 Encumbered		

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To provide clean and safe drinking water to customers on the islands of Maui and Molokai	Water Operations Program	Goal #1: Economically produce the highest quality potable water that meets or exceeds all state and federal water quality standards in sufficient quantity to meet the needs of the customers.	1. Minimize adverse impacts to the water system	# of system outages or water restrictions due to facility shutdown or deficient water quality	1	0	6	0	0	0		
			2. Identify and review regulatory compliance requirements that will impact operations and optimize performance to meet Environmental Protection Agency (EPA) and State of Hawaii Department of Health regulatory standards	# of water quality violations received	0	0	3	0	0	0		
			3. Meet state and federal sampling requirements	# of samples analyzed to meet regulatory requirements	17,544	9,500	18,613	13,445	4,834	9,299		
		Goal #2: Operate and maintain the collection, transmission, and processing infrastructure in an efficient manner to ensure that our customers receive the maximum useful life from their facility investment.	1. Optimize, maintain or replace facilities' electrical equipment, motors and switch gear for the most reliable and efficient use of electrical energy	Cost of repair and maintenance of electrical equipment, motors and switch gear	\$149,718	\$350,000	\$148,150	\$350,000	\$137,982	\$189,703		
			2. Replacement of three well pumps and two booster pumps per year	# of well pumps replaced # of booster pumps replaced	4 1	3 2	2 2	2 2	0 1	1 2		