

Form A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

TOLEDO CITY WATER DISTRICT

| Major Final Outputs/ Responsible Offices (1) | PERFORMANCE INDICATOR 1 (2) | FY 2016 | | PERFORMANCE INDICATOR 2 (5) | FY 2016 | | PERFORMANCE INDICATOR 3 (8) | FY 2016 | | REMARKS (11) |
|--|-----------------------------------|---|---|-----------------------------------|---|---|-----------------------------------|---|--|-----------------|
| | | FY 2016 TARGET for PERFORMANCE INDICATOR 1 (3) | ACCOMPLISHMENT for PERFORMANCE INDICATOR 1 (4) | | FY 2016 TARGET for PERFORMANCE INDICATOR 2 (6) | ACCOMPLISHMENT for PERFORMANCE INDICATOR 2 (7) | | FY 2016 TARGET for PERFORMANCE INDICATOR 3 (9) | ACCOMPLISHMENT for PERFORMANCE INDICATOR 3 (10) | |
| A. Water Facility Service Management | | | | | | | | | | |
| | Access to Potable Water | | | | | | | | | |
| Dunit 1 Engng & Operations | Water Expansion Project | | | Reliability of Service Station | Water Source Development/ Maintenance of Pumping Station | | Adequacy | Water Source Development | | |

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|---|---------------------------|--|--|-------------|------------------------------------|--|---------------------------------|--|--|--|
| B. Water Distribution Service Management | | | | | | | | | | |
| Dunit 1 Engng & Operations | Non Revenue Water Station | Rehabilitation of Pumping Station | | probability | Proper monitoring of Water Quality | | Adequacy/reliability of Service | Improved response time on repairing busted pipelines | | |
| | Non Revenue Water | Improved response time on repairing busted pipelines | | | | | | | | |

| C. SUPPORT TO OPERATIONS (STO) | | | | | | | | | | |
|---------------------------------------|--------------------------|--|--|----------------------------------|--|--|-----------------------|--|--|--|
| Dunit 1 Admin & Human Resource | Staff Productivity Index | Personnel Development & Productivity Enhancement | | Reasonableness/ Affordability | Implement Senior Citizens Discount | | Customer Satisfaction | Improved response time on filed complaints | | |
| Dunit 2 Commercial Services | | | | Reasonableness/ Affordability | Cost Reduction Installation of self sustaining power generator | | Customer Satisfaction | Improved response time on complaints due to high consumption | | |
| Dunit 3 Engineering & Operations | | | | | | | Customer Satisfaction | Improved response time on repairing busted pipelines | | |

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| | | FY 2016 TARGET for PERFORMANCE INDICATOR 1 (3) | ACCOMPLISHMENT for PERFORMANCE INDICATOR 1 (4) | PERFORMANCE INDICATOR 2 (5) | FY 2016 TARGET for PERFORMANCE INDICATOR 2 (6) | ACCOMPLISHMENT for PERFORMANCE INDICATOR 2 (7) | PERFORMANCE INDICATOR 3 (8) | |

D. General Administration and Support Services (GASS)

| | | | | | | | | | |
|--|--|--|--|--|----------------------------------|---|---|--|--|
| D Unit 1 Finance Services Financial viability & sustainability of the WD Operations | | Strengthening collection policy | | Compliance with COA reporting requirements in accordance with content & period of submission | Submission of Accounting Reports | Compliance with LWUA reporting requirements in accordance to content & period of submission | Submission of Financial Reports, Approved WD Budget, Annual report | | |
| D Unit 2 Commercial Services financial viability & sustainability of the WD Operations | | Reduction of Delinquent accounts (Strict implementation of disconnection policy) | | | | Compliance with LWUA reporting requirements in accordance to content & period of submission | a. Submission of Monthly Data Sheet b. Submission of Microbiological/Physical/Chemical/Chlorine Residual Report | | |
| D Unit 3 Engineering & Operations | | | | | | | | | |

Prepared by:

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Date _____

Jean Alvine Lagria
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Approved by:
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Form A
PERFORMANCE TARGETS
TOLEDO CITY WATER DISTRICT

| MFO's AND PERFORMANCE INDICATORS (1) | FY 2015 ACTUAL ACCOMPLISHMENT (2) | FY 2016 TARGET (3) | RESPONSIBLE OFFICER/UNIT (4) | FY 2016 ACTUAL ACCOMPLISHMENT (5) | ACCOMPLISHMENT RATE (6) | REMARKS (7) |
|--|--|--|---------------------------------|---|-------------------------------|----------------|
| A. Water Facility Service Management | | | | | | |
| 2016 Budget | | | | | | |
| PI 1. (Quantity) Access to potable water | Percentage of barangay with access to potable water against the total number of barangays within the coverage of the LWD | 55% | 63% | Engineering & Operations Department | | |
| PI 2. (Quality) Reliability of service | Percentage of household connections receiving 24/7 supply of water | 21/38 barangays 23% 3,002/13,195 HH or 6/21 Barangays (During Camps, March and So. Misamis Oriental) | 25% | Engineering & Operations Department | | |
| PI 3. (Timeliness) Adequacy | Source capacity of TCWD to meet demands for 24/7 supply of water | 1.64:1 | 1.53:1 | Engineering & Operations Department | | |
| B. Water Distribution Service Management | | | | | | |
| 2016 Budget | | | | | | |
| PI 1. (Quantity) Non-revenue Water | Percentage of unbilled water to water production | 40% | 35% | Engineering & Operations Department | | |
| PI 2. (Quality) Potability | Average deviation from PNSDW (chlorine residual requirements) from Jan 1 to Dec 31 | 0.36 ppm | 0.33 ppm | Engineering & Operations Department | | |

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|--|--------------------------------------|-----------------------|-------------------------------------|--------------------------------------|----------------------------|----------------|
| Pl 3. (Timeliness) Adequacy/reliability of service Average response time to restore service when there are interruptions based on the Citizen's Charter of TCWD approved by the CSC | 1.4 hours | 1.4 hours | Engineering & Operations Department | | | |

C. SUPPORT TO OPERATIONS (STO)

| 2016 Budget | | | | | | |
|--|-------|-------|---|--|--|--|
| Pl 1. Staff Productivity Index | | | | | | |
| The Staff Productivity Index on (1) position for every 120 service connections | 1:171 | 1:185 | Administrative and Human Resource Department | | | |
| Pl 2. Reasonableness/Affordability | | | | | | |
| Affordability of water rates to consumers with access connections. Water rate for the 1st curm. should not exceed 5% of the average income of the LIG | 2.2% | 2.2% | Administrative and Human Resource Department | | | |
| Pl 3. Customer Satisfaction | | | | | | |
| Percentage of Customer complaints acted upon against received complaints | 85% | 90% | Administrative and Human Resource Department Administrative and Human Resource Department Engineering & Operations Department | | | |

D. General Administration and Support Services (GASS)

| 2014 Budget | | | | | | |
|--|--------|--------|--------------------------------|--|--|--|
| Pl 1. Financial viability & sustainability of the WD operations | | | | | | |
| Collection Ratio | 80% | 85% | Commercial Services Department | | | |
| Operating Ratio | 91% | 95% | Finance Services Department | | | |
| Current Ratio | 2.28:1 | 1.06:1 | | | | |

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|--|---|-----------------------|---------------------------------|---|-------------------------------|----------------|
| P1 2. Compliance with COA reporting requirements in accordance with content & period of submission. Submission of five Financial Reports i.e. Balance Sheet, Statement of Income & Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Aging of Cash Advance | 100% | 100% | Finance Services Department | | | |

| P1 3. Compliance with LWUA reporting requirements in accordance to content & period of submission | | | | | | |
|--|------|------|--|--|--|--|
| Monthly Data Sheet | 100% | 100% | Engineering & Operations Department | | | |
| Balance Sheet, Statement of Income & Expenses, Statement of Cash Flows, Microbiological/Physical/Chemical/Chlorine residual Report | 100% | 100% | Finance Services Department | | | |
| Approved WD Budget w/ Annual Procurement Plan | 100% | 100% | Engineering & Operations Department | | | |
| Annual Report | 100% | 100% | Finance Services Department | | | |

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