

# Strategic Priorities

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- 1. Maintain an excellent regulatory compliance record.
  - 2. Prepare for the future and foreseeable emergencies.
  - 3. Leverage existing and applicable technologies to improve efficiencies.
  - 4. Provide exceptional value for the cost of sewer service.
  - 5. Make SPMUD a great place to work.

# Performance Measurements

## Rating System Legend and Explanations



Satisfactory

This symbol signifies that that District has met its goals or that the trend is positive.



Watch

The symbol signifies that the District is in danger of not meeting its goals, that the trend is indeterminate, or that there is insufficient data to make a determination.



Unsatisfactory

The symbol signifies that the District has not met its goals or that the trend is negative.

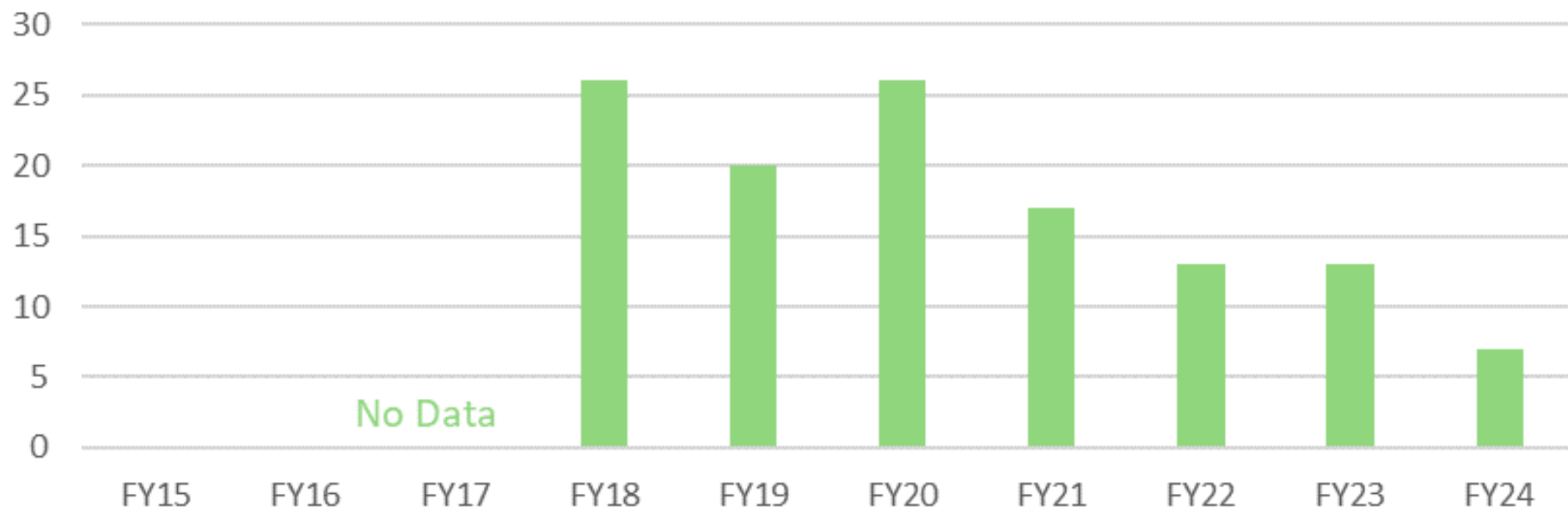


No Measurement















The symbol signifies that the District has not developed a measurement for this performance measurement yet.

## Blockages

# of blockages in the SPMUD system that did not result in a spill



# Changes from Last Year

Measurement	FY23 Rating	FY24 Rating
Tenant Improvement Review Response Time		
Certification Coverage		
Number of Insurance Claims		
Severity of Insurance Claims		
Sewer Main Condition Assessment		
Collection System Failure Rate (Structural) *		
Collection System Failure Rate (O&M) *		

**Questions?**