

PERFORMANCE MEASURES SUMMARY
GENERAL MANAGER'S OFFICE

Program Category	Performance Measure	Measurement Intent	FY 2008-09 Actual	FY 2009-10 *Estimated	FY 2010-11 Target
General and Administrative	Citizen/Customer Written Inquiry Response Time	Service level target: Citizen/customer letters and other inquiries requiring District response acknowledged in writing within 4 work days and full response provided within 30 days	67% in 96 hours 50% in 2 weeks	87% in 4 work days 75% in 30 days	100% in 4 work days 90% in 30 days
General and Administrative	Board and Committee Meeting Minutes Completion	Service level target: Draft minutes of regular Board and Committees meetings submitted with next regular meeting packet	Board 100% Committee 97%	Board 100% Committee 92%	Board 100% Committee 95%
General and Administrative	Board Meeting Agenda Packet Delivery	Service level target: Deliver agenda packets to Directors by Wednesday preceding each regular Monday meeting; and not less than five days prior to special Board meetings	58% - Regular Meetings 50% - Special Meetings	18% - Regular Meetings 50% Special Meetings	100%
Information Technology	Technical Support	Ensure effective support of computer hardware within four hours of requests during working hours	99%	95%	100%
Information Technology	Security and High Availability	Maintain secure and reliable electronic environments at all times	100%	99%	100%
Information Technology	Backup	Ensure full backup of all District computer records and data on a daily basis	100%	100%	100%

* Actual performance through May 2010