## FORM A-1 DETAILS OF BUREAU/OFFICE PERFORMANCE INDICATORS AND ACCOMPLISHMENTS

**LWD NAME: VICTORIAS CITY WATER DISTRICT** FY 2024 FY 2024 FY 2024 FY 2024 FY 2024 FY 2024 Major Final FY 2024 Target ACCOMPLISHMENT Target for ACCOMPLISHMENT Target for ACCOMPLISHMEN FY 2024 Target ACCOMPLISHMENT Outputs/Responsible Performance Performance Performance Performance for Performance for Performance Performance for Performance Performance T for Performance for Performance for Performance Bureaus Indicator 1 (2) Indicator 2 (5) Indicator 3 (8) Indicator 4 (11) Indicator 1 (3) Indicator 1 Indicator 2 Indicator 2 Indicator 3 Indicator 3 Indicator 4 (12) Indicator 4 (1) (4) (10) (7) (13) A. Performance Results Finance & Administrative n/a n/a n/a (Quantity) access to potable water (Quality) Commercial 50% n/a n/a Percentage of reliability of (Timeliness) households with service Adequacy access to potable Percentage of Source Capacity of Board-Approved Compliant water against the household LWD to meet Water Safety Plan total number of connections demands for 24/7 households within receiving 24/7 supply of water the coverage of supply of water Engineering 50% 95% 3.05:1 the LWD. B. Process Results Finance & Administrative n/a Quality of Service Commercial Commercial Compliant Practice System Certified for LWDs under category C Engineering Compliant C. Financial Results **Collection Ratio** ≥ 90% Positive Net Balance in the Finance & Administrative Average Net Income for twelve (12) months; 250,000.00 **Current Ratio** >1.5:1

Commercial

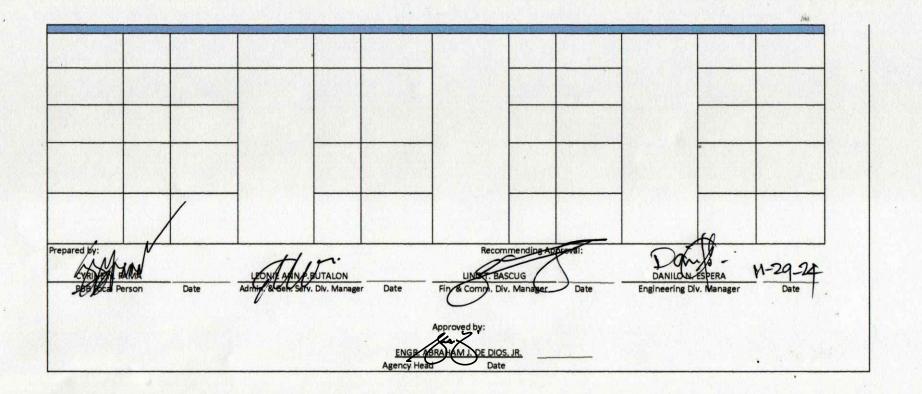
Engineering

n/a

n/a

Customer S  1. Compli Republic Act or Ease of Do and Efficient Delivery Ser 203 2. Percer customer c acted upo	ance with No. 11032 In Compliant ing Business Government rvice Act of 18; notage of complaints					
Complaint hotline #\$888 within 7: 3. Complain	omplaints. sthrough 8 acted upon 2 hours. sts received					
engineering through customer su within the prescribed by:	ervice unit se period 3. 90% sy ARTA and	Hu	27	Commending Approval:	Dovid - 0	-29-24

Performance Indicator 5 (14)	FY 2023 Target for Performance Indicator 5 (15)	FY 2023 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2023 Target for Performance Indicator 6 (18)	FY 2023 ACCOMPLISHMENT for Performance Indicator 6 (19)	Performance Indicator 7 (20)	FY 2023 Target for Performance Indicator 7 (21)	FY 2023 ACCOMPLISHMEN T for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2023 Target for Performance Indicator 8 (24)	FY 2023 ACCOMPLISHMENT for Performance Indicator (25)
(Quantity) NRW Percentage of unbilled water to water production	n/a		(Quality) Potability  All water samples during the year should pass the physical-chemical  Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. Chlorine Dioxide residual requirement should be at least .2 ppm	n/a		(Timeliness) Adequacy/Reliability of service Average response time in hours to restore service (major repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of LWD.	n/a		(Staff Productivity Index) Categories A, B, & C= 1 staff for every one hundred twenty (120) service connections. Category D= 1 staff for every one hundred (100) service connections	- 120	
	n/a			n/a			48 hours			120	
	≤ 30%			0.3 ppm			48 hours			n/a	
		**									



LWD NAME: VICTORIAS CITY WATER DISTRICT

Performance Indicator 9 (26)	FY 2023 Target for Performance Indicator (27)	FY 2023 ACCOMPLISHMENT for Performance Indicator 9 (29)	Performance Indicator 10 (30)	FY 2023 Target for Performance Indicator 10 (31)	FY 2023 ACCOMPLISHMENT for Performance Indicator 10 (32)	Performance Indicator 10 (33)	FY 2023 Target for Performance Indicator 10 (34)	FY 2023 ACCOMPLISHMEN T for Performance Indicator 10 (35)	Performance Indicator 11 (36)	FY 2023 Target for Performance Indicator 11 (37)	FY 2023 ACCOMPLISHMENT for Performance Indicator 11 (38)	Remarks (39)
	n/a											
Water Quality Reports Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	n/a											
	100%											

