

FORM A
PERFORMANCE TARGETS*

*Note: Same form to be used for submitting 2016 Accomplishments

LWD NAME : SAN JOSE DEL MONTE CITY WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)		FY 2015 ACTUAL ACCOMPLISHMENT (2)	FY 2016 TARGET (3)	RESPONSIBLE OFFICE/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	100% = 59/59 Bgys.	100% = 59/59 Bgys.	Prodn. & Dist. Dept. Commercial Dept. Eng'g. Dept.	100%	100%	
PI 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water <i>(MWSS reduced raw water allocation similar with Maynilad & Manila Water due to El Niño)</i>	95.40%	92.00%	Prodn. & Dist. Dept. Eng'g. Dept.	95.04%	103.04%	
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands to 24/7 supply of water (No additional source but SC's projected to increase by 4,000)	1.03 : 1 77,500 m3/day	1.11 SC's : 1 cu. m.	Prodn. & Dist. Dept. Engineering Dept.	1.09 SC's : 1 cu. m.	98.20%	

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B. Water Distribution Service Management							
2016 Budget							
PI 1 (Quantity) NRW	Percentage of unbilled water to water production	27.64% (as of Nov. 2015)	30.00%	*All Delivery Units	29.96%	100.06%	
PI 2 (Quality) Potability	Average deviation from PNSDW (compliance to monthly report) from January 1 to December 31	0.5 ppm (98.58% of water samples)	95% of water samples complying with PNSDW	Prodn. & Dist. Dept.	99.14%	104.36%	
PI 3 (Timeliness) Adequacy/Reliability of Service	Average response time to restore service when there are interruptions	1. minor repair = 2 hrs. 2. major repair : a. 4.12 hrs. for 2" Ø - 6" Ø pipe b. 7.86 hrs. for 8" Ø - 16" Ø pipe	1. minor repair = 2 hrs. 2. major repair : a. 5 hrs. for 2" Ø - 6" Ø pipe b. 8 hrs. for 8" Ø - 16" Ø pipe	Engineering Dept. Prodn. & Dist. Dept.	1. minor repair = 2 hrs. 2. major repair : a. 5 hrs. for 2" Ø - 6" Ø pipe b. 8 hrs. for 8" Ø - 16" Ø pipe	100%	
Support to Operation (STO)							
2016 Budget							
a. Operations Manual Crisis Management Plan Manual or Water Safety Plan Manual Quality Management Systems (QMS) Manual	SOP in times of Crisis ISO-aligned procedures	Crisis Management Plan (CMP) and Water Safety Plan (WSP) Manual - completed/submitted to LWUA on January 5, 2016	Crisis Management Plan (CMP) and Water Safety Plan (WSP) Manual - completed/submitted to LWUA on January 5, 2016 QMS Manual completed on December 27, 2016	Prodn. & Dist. Dept. Engineering Dept. Commercial Dept. Admin. & Fin. Dept. OGM	Crisis Management Plan (CMP) and Water Safety Plan (WSP) Manual - completed/submitted to LWUA on January 5, 2016 QMS Manual completed on December 27, 2016	100%	
b. STO Target (identified by the Agency Head) Septage Treatment Program P1 (Quantity) Treated Septage	In compliance to RA 9275 (Phil.Clean Water Act of 2004)	3,626 cu. m. of treated septage	5,280 cu. m. of treated septage	Engineering Dept.	8,542 cu.m.	161.78%	
P2 (Quality) Inland Water Class C	In compliance to DENR Administrative Order No. 35 Series of 1990	8 samples passing standard (1 sample per quarter)	8 parameters passing standard (1 sample per quarter)		8 parameters passing standard (1 sample per quarter)	100%	

*Prodn. & Dist. Dept./Engg. Dept.
Comm. Dept./Admin. & Fin. Dept.

MFOs AND PERFORMANCE INDICATORS (1)		FY 2015 ACTUAL ACCOMPLISHMENT (2)	FY 2016 (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2016 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
Support to Operation (STO)							
2016 Budget							
PI 1	Staff Productivity Index The Staff Productivity index of one (1) position for every one hundred (100) service connections for Category D and one hundred twenty (120) service connections for Categories A to C shall be strictly observed in the determination of the total number of positions of all LWD - in PI 3)	1:310 active connection per employee	1:250 active connection per employee	Admin. & Fin. Dept.	1:318 active connection per employee	127.00%	
PI 2 (Affordability)	Reasonableness/Affordability of water rates to consumers with access connections. Water rate for the 1st 10 cum must not exceed 5% of the average income of LIG (P6,000.00)	Existing minimum water rates P280.00	Existing minimum water rates P280.00	Commercial Dept.	Existing minimum water rates P280.00	100.00%	
PI 3	Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints (SR & MO)	98.00%	90%	Commercial Dept. Engineering Dept. Prod. & Dist. Dept.	94.00%	104.44%	

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General Administration and Support Services (GASS)							
2016 Budget							
PI 1	Financial viability & sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	Collection Ratio : 88.67% Operating Ratio: 73.00% Current Ratio: 1.73:1	Collection Ratio: 87.00% Operating Ratio: 80.00% Current Ratio: 1.30:1	Commercial Dept. Admin. & Fin. Dept. Admin. & Fin. Dept.	Collection Ratio: 89.44% Operating Ratio: 76.00% Current Ratio: 3.29:1	Collection Ratio: 102.80% Operating Ratio: 104.00% Current Ratio: 253.08%	
PI 2	a. Compliance with COA reporting requirements in accordance with content and period of submission Submission of five financial reports i.e Balance Sheet, Statement of Income and Expenses, Statement of Government Equity, Notes to Financial Statement Report on Ageing of Cash Advance	March 28, 2016 November 23, 2015	March 31, 2017 December 01, 2016	Admin. & Finance Dept. Admin. & Finance Dept.	 November 24, 2016	 100.00%	

MFO AND PERFORMANCE INDICATORS		FY 2015 ACTUAL ACCOMPLISHMENT	FY 2016 TARGET	RESPONSIBLE OFFICE/UNIT	FY 2015 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
(1)		(2)	(3)	(4)	(5)	(6)	(7)
PI 2	b. Compliance with LWUA reporting requirements in accordance to content and period of submission. i.e <i>Monthly Data Sheet, Balance Sheet, income Statement, Cash Flow Statement, Microbiological/ Physical/Chemical/Chlorine residual report, Approved WD Budget w/ Annual Procurement Plan, Annual Report.</i>	Bacteriological 863 samples submitted on an average of 70 samples per month	(Bacteriological) To submit on an average of 67 results/samples per month	Prodn. & Dist. Dept.	(Bacteriological) 945 samples submitted on an average of 79 samples per month	117.91%	
		Physical/Chemical a total of 13 samples submitted	(Physical/Chemical) To submit 10 samples/ results for the year	Prodn. & Dist. Dept.	(Physical/Chemical) 14 samples submitted	140.00%	
		Financial Statements January 15, 2016	Financial Statements January 13, 2017	Admin. & Fin. Dept.	Financial Statements January 13, 2017	100.00%	
		Monthly Data Sheet January 15, 2016	Monthly Data Sheet January 13, 2017	Admin. & Fin. Dept. Comml. Dept. Prodn. & Dist. Dept. Office of the GM	Monthly Data Sheet January 13, 2017	100.00%	
		Annual Procurement Plan February 13, 2015	Annual Procurement Plan February 15, 2016	Admin. & Fin. Dept.	Annual Procurement Plan January 29, 2016	100.00%	
		Approved Budget January 22, 2015	Approved Budget January 22, 2016	Admin. & Fin. Dept.	Approved Budget January 15, 2016	100.00%	
		Annual Report January 14, 2016	Annual Report January 13, 2017	Office of the GM	Annual Report January 12, 2017	100.00%	

Prepared by:

MS. VIRGINIA S. DE SILVA
Manager, Admin. & Fin. Dept.

Date: _____

ENGR. VICTOR G. CANITA JR.
Manager, Engineering Dept.

Date: _____

ENGR. REMIGIO B. SARMIENTO
Manager, Commercial Dept.

Date: _____

ENGR. EXEQUIEL P. AGAPITO
Manager, Prodn. & Dist. Dept.

Date: _____

Approved By:

ENGR. LORETO G. LIMCOLIOC
General Manager

Date: _____

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

**Note: Some form to be used for submitting 2016 Accomplishments*

LWD NAME: SAN JOSE DEL MONTE CITY WATER DISTRICT

Major Final Output/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2016 TARGET for Performance Indicator 1 (3)	FY 2016 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2016 TARGET for Performance Indicator 2 (6)	FY 2016 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2016 TARGET for Performance Indicator 3 (9)	FY 2016 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
A. Water Facility Service Management										
Delivery Unit 1 Production & Dist. Dept.	Quantity : Access to Potable Water	25,250,000 m3	28,523,247 m3	Quality : Reliability of Service	Conformed with PNSDW	100% Conformity with PNSDW	Timeliness : Adequacy	End of December 2016	End of December 2016	
Delivery Unit 2 Engineering Dept.	Quantity : Pipelines laid and activitated	4,091 l.m.	17,990 l.m.	Quality: Rehabilitation of structures	Five (5) Construction/ Improvement with approved Capex					
Delivery Unit 3 Commercial Dept.	Quantity : Additional Service Connection	4,000 NC's	7,372 NC's							

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B. Water Distribution Service Management										
Delivery Unit 1 Production & Dist Dept.	Quantity : Non-Revenue Water	30.00%	29.96%	Quality : Potability	99.14% of water samples complying with PNSDW		Timeliness	End of Dec. 2016	End of Dec. 2016	
Delivery Unit 2 Engineering Dept.							Timeliness : Ave. Resp. Time to Restore Service	1. minor repair = 2 hrs. 2. major repair : a. 5 hrs. for 2" Ø - 6" Ø pipe b. 8 hrs. for 8" Ø - 16" Ø pipe	1. minor repair = 2 hrs. 2. major repair : a. 5 hrs. for 2" Ø - 6" Ø pipe b. 8 hrs. for 8" Ø - 16" Ø pipe	
Delivery Unit 3 Commercial Dept.		Transmission of 100% of received leak-related MO's to the implementing dept., right after preparation of such (Figure for 2015 : 8831 MOs	Transmission of 100% of received leak-related MO's to the implementing dept., right after preparation of such							
Delivery Unit 4 Admin. & Finance Dept.		Procurement of at least 94% of the approved requisition for NRW	92.00%							

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C.1. Support to Operation (STO)										
Delivery Unit - All DUs (Operations Manual) <i>Crisis Management Plan Manual or Water Safety Plan Manual</i>										
Delivery Unit 2 Engineering Dept. (STO Target Identified by the Agency Head) <i>Septage Treatment Program</i>	Quantity : Treated Septage	5,280 cu.m.	8,542 cu.m.	Quality : Inland Water Class C	8 parameters passing standard (1 sample per quarter)	8 parameters passing standard (1 sample per quarter)				
C.2.Support to Operation (STO)										
Delivery Unit 4 Administrative & Finance Dept.	Staff Productivity Index	1:250 active connection per employee	1:318 active connection per employee							
Delivery Unit 3 Commercial Dept.				Affordability : 5% of LIG	P 280.00	P 280.00	Customer Satisfaction	90%	94%	
Delivery Unit 2 Engineering Dept.							Accomplished MMP	10,000 water meter replaced	15,190 water meter replaced	

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D. General Administration and Support Service (GASS)										
Delivery Unit 4 Administrative & Finance Dept.	Financial Viability	Collection Ratio : 87.00% Operating Ratio : 80% Current Ratio : 1.30:1	Collection Ratio : 89.44% Operating Ratio : 76% Current Ratio : 3.29:1	Compliance with COA	Financial Statements Mar. 31, 2017 Report on Ageing of Cash Advance December 01, 2016	Report on Ageing of Cash Advance November 24, 2016	Compliance with LWUA	Monthly Data Sheet January 13, 2017 Financial Statements January 13, 2017 Approved Budget January 22, 2016 Annual Proc. Plan February 15, 2016 Annual Report January 13, 2017	Monthly Data Sheet January 13, 2017 Financial Statements January 13, 2017 Approved Budget January 15, 2016 Annual Proc. Plan January 29, 2016 Annual Report January 12, 2017 (Bacteriological)	
Delivery Unit 1 Production & Dist. Dept.							Compliance with LWUA	(Bacteriological) To submit on an average of 67 results/samples per month (Physical/Chemical) To submit 10 samples/results for the year	Submitted an average of 78.78 samples per month (Physical/Chemical) Submitted 14 samples/results for the year	

Prepared By:



MS. VIRGINIA S. DE SILVA
Manager, Admin. & Fin. Dept.
Date : _____


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