

FORM A **PERFORMANCE TARGETS**

LWD Name: ZAMBOANGA CITY WATER DISTRICT

MFO'S 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 <i>Access to Potable Water</i>	Percentage of barangays with access to potable water against the total number of barangays within the coverage of the LWD	59%	59%	Operations Group; Technical Services Group;			
PI-2 Quality <i>Reliability of Service</i>	Percentage of household connections receiving 24/7 supply of water	89%, 24/7 supply 26.98 psi avg. pressure	90% with 24/7 water supply at 10 psi	Operations Group Technical Services Group			
PI-3 Timeliness <i>Adequacy</i>	Source Capacity of LWD to meet demands for 24/7 supply of water	1.37:1 <i>Source Capacity to Computed Demand</i>	1.25:1 <i>per LWUA-DBM parameter for best rating</i>	Operations Group; Technical Services Group			
B. Water Distribution Service Management							
2016 Budget:							
PI-1 Quantity <i>NRW</i>	Percentage of unbilled water to water production	50.32% <i>as of December 2015</i>	42%	All Groups; JV Company (Zamboanga Water Company Inc.)			
PI-2 Quality <i>Potability</i>	Average deviation from PNSDW (Chlorine Residual Requirements) for the current year	0.40 ppm avg. residual chlorine	0.30 ppm	Operations Group			
PI-3 Timeliness <i>Adequacy/ Reliability of service</i>	Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC	within three (3) days	Two (2) days response time for leak repairs and mainline closure/ reopening	Operations Group; Administration Group; Office of the Gen. Manager			


C. Support to Operations (STO)							
2016 Budget:							
PI-1 <i>Staff Productivity Index</i>	Staff Productivity Index (SPI) The SPI 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 in an LWD in PI-3	1:158 - Regular EEs 1:86 – Regular EEs and Job-Order Workers performing regular functions	1:120 <i>The SPI shall be one (1) staff per One Hundred Twenty (120) service connections</i>	Administration Group			
PI-2 <i>Affordability</i>	Reasonableness/ Affordability of water rates to consumers with access to connections Water rate for the first 10 cubic meters (10 m³) must not exceed 5% of the average income of LIG	Php 185.00 for the first 10m³ per approved rates by LWUA	Does not exceed 5% of the average income of LIG	Board of Directors; ExeCom;			
PI-3 <i>Customer Satisfaction</i>	Customer Satisfaction Percentage of customer complaints acted upon against received complaints	Customer Satisfaction Rating: 98.80 % Per Operations Group: 100% - leak repairs and mainline closure/ reopening 98.81% - new tapping and reconnection works from mainline	70% of all complaints inspected within 24 hours <i>per the ZCWD Balanced Scorecard 2015-2020</i>	Finance Group Operations Group;			
General Administration and Support Services (GASS)							
2015 BUDGET							
PI-1 <i>Financial Viability and Sustainability</i>	Financial Viability and Sustainability of LWD Operations Operating Ratio Current Ratio Collection Ratio	Operating Ratio 63% Collection Ratio 84% Current Ratio 9.27:1 <i>*as of November 2015</i>	Operating Ratio 72% Collection Ratio 88% Current Ratio 2.83:1 or higher	All Groups			
PI-2 <i>Submission of reports to COA</i>	A. Compliance with COA reporting requirements in accordance with content and period of submission.	27-Nov-2015, Ageing of Cash Advances submitted to COA (deadline is 01-Dec-	Submission to COA of Report on Ageing of Cash Advances for transactions as of	Finance Group			

	<p>Submission of five financial reports, i.e.</p> <p>(1) Balance Sheet, (2) Statement of Income and Expenses, (3) Statement of Government Equity, (4) Notes to Financial Statements, and (5) Report on Ageing of Cash Advances.</p>	<p>2015)</p> <p><i>Monthly Financial Reports</i> are consistently submitted within the following month</p> <p>Year-end reports are due within 30 days or one month from end of the quarter</p>	<p>November 15, 2016 cut-off; December 01, 2016 submission deadline</p> <p>Submission to COA of required financial statements and reports</p>				
	<p>B. Compliance with LWUA reporting requirements in accordance with content and period of submission, i.e.:</p> <p>Monthly Data Sheet; Balance Sheet; Income Statement; Cash Flow Statement; Microbiological/ Physical/ Chemical/Chlorine Residual Report; Approved WD Budget with Annual Procurement Plan; Annual Report; and Payment of Applicable Taxes</p>	<p>APP Submitted/mailed to LWUA on July 02, 2015</p> <p>Corporate Budget 20-Feb-2015, uploaded to T/Seal</p> <p>Monthly Data Sheets 01-June-2015, submitted MDS for Jan-March 2015</p> <p>08-Dec-2015, latest MDS is for August 2015, hardcopy of which was immediately mailed to LWUA the same day</p> <p>15-Jan-2015, uploaded MDS for September, October, November, and December MDS to T/Seal</p> <p>Water Quality Reports <i>Sent to LWUA on the ff dates:</i> Jan Report - Feb.20 Feb Report - Mar.18 March Report - Apr. 24 April Report - May.20 May Report - Jun.10 June Report - July.15 July Report - Aug.12 Aug. Report - Sept. 08 Sept. Report - Oct 09 Oct. Report - Nov. 23 Nov. Report - Dec.15 Dec. Report - Jan. 15</p>	<p>(1) APP and Corporate Budget for 2016 posted on the website;</p> <p>(12) Monthly Data Sheets submitted;</p> <p>(1) Financial Statement submitted for the year end;</p> <p>(12) Water Quality Reports prepared and submitted to LWUA every 2nd week of the succeeding month;</p> <p>and</p> <p>Payment of applicable taxes.</p>	All Groups			



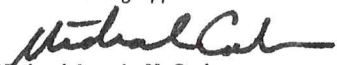
		Financial Statements <i>For year end-submission</i>					
		Applicable Taxes Real Property Tax payments all made in March 25, 2015					
		<i>Employees' Withholding Tax, VAT, Creditable Income Taxes, Franchise Tax Deficiency – payments are made every 10th of the ff. month.</i>					

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Date: 16 MAY 2016