

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS
for CY 2023

LWD NAME: **AMADEO WATER DISTRICT**


Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2023 TARGET for Performance Indicator 1 (3)	FY 2023 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2023 TARGET for Performance Indicator 2 (6)	FY 2023 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2023 TARGET for Performance Indicator 3 (9)	FY 2023 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Performance Results									
Production & Water Quality Division & Engineering & Construction Division	Access and Coverage	92.42% or 40,765 out of 44,110 households covered with access to potable water	92.27% or 42,305 out of 45,850 households covered with access to potable water	Reliability	92.5% of household connections receiving 24/7 supply of water.	92.8% of household connections receiving 24/7 supply of water.	Adequacy	for every 1 L demand, the District can supply 1.63 L. (1.63:1)	for every 1 L demand, the District can supply 1.79 L. (1.79:1)
B. Process Results									
Administrative General Services and Finance Division / Commercial Division	Quality of Service	Operations Manual is in placed and updated.	Operations Manual is in placed and updated.						
C. Financial Results									
Administrative General Services and Finance Division / Commercial Division	Collection Efficiency	Collection Efficiency ≥ 90%	Collection Efficiency = 96.4%	Current Ratio	Current Ratio = ≥ 1.5:1	Current Ratio = ≥ 1.79:1	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the Average Net Income for twelve (12) months
D. Citizen/Client Satisfaction Results									

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Commercial Division	Customer Satisfaction	<p>100% compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Delivery Service Act of 2018.</p> <p>100% of customer complaints given appropriate action within 72 hours.</p> <p>100% Complaints received within the period prescribed under R.A. 11032 other issuances.</p>	<p>100% compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Delivery Service Act of 2018.</p> <p>100% of customer complaints given appropriate action within 72 hours.</p> <p>100% Complaints received within the period prescribed under R.A. 11032 other issuances.</p>						

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Administrative General Services and Finance Division / Commercial Division / Production & Water Quality Division / Engineering & Construction Division	COVID Response Measures: Wash hand facilities; Precautionary Measures; Public Information drives; Sanitation and hygiene activities; Disinfection Initiatives; Issuance of health protocols	-Hand washing station is installed in the main entrance of AWD office, requiring all clients and employees to wash their hands before entering our premises for a specific transaction and foot bath mat for disinfection of shoes, slippers or sandals; - Posting of Preventive Measures on the COVID-19 in the FB page and website of AWD for the information of the concessionaires. -Sanitation of office is done everyday; alcohol, handwash and facemask are provided to the officials and staff. -Disinfection of AWD Office is done once or twice a week with the use of misting or fogging machine. - Issuance of Memoranda re: AWD Preventive Measures on the COVID-19	-Hand washing station is installed in the main entrance of AWD office, requiring all clients and employees to wash their hands before entering our premises for a specific transaction and foot bath mat for disinfection of shoes, slippers or sandals; - Posting of Preventive Measures on the COVID-19 in the FB page and website of AWD for the information of the concessionaires. -Sanitation of office is done everyday; alcohol, handwash and facemask are provided to the officials and staff. -Disinfection of AWD Office is done once or twice a week with the use of misting or fogging machine. - Issuance of Memoranda re: AWD Preventive Measures on the COVID-19	Non-Revenue Water	27%	26%	Potability	0.35 PPM	0.35 PPM

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Administrative General Services and Finance Division / Commercial Division / Production & Water Quality Division / Engineering & Construction Division	Reliability of Service	within 24 to 48 hours for major repairs	within 24 to 48 hours for major repairs	Staff Productivity Index	1 : 120 SPI	1 : 223 SPI	Water Quality Reports	Compliant with the water quality as mandated by Philippine National Standards for Drinking Water (PNSDW); 100% reports prepared and submitted.	Compliant with the water quality as mandated by Philippine National Standards for Drinking Water (PNSDW); 100% reports prepared and submitted.


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