

**PERFORMANCE MEASURES SUMMARY**  
**GENERAL MANAGER'S OFFICE**

Program Category	Performance Measure	Measurement Intent	FY 2006-07 Actual	FY 2007-08 *Estimated	FY 2008-09 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 96 hours (changed from 48 hours in FY 2006-07 to a more realistic goal); and full response provided normally within two weeks	13% in 48 hours 87% in 2 weeks	58% in 96 hours 20% in 2 weeks	90% in 96 hours 90% in 2 weeks
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 90%	Board 100% Committee 90%	Board 100% Committee 90%
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	100% (estimated)	67% - Regular Meetings 75% Special Meetings	100%
Information Technology	Technical Support	Ensure effective support of computer hardware within four hours of requests during working hours	98%	95%	100%
Information Technology	Security and High Availability	Maintain secure and reliable electronic environments at all times	100%	100%	100%
Information Technology	Backup	Ensure full backup of all District computer records and data on a daily basis	100%	100%	100%

\* Actual performance through March 2008