

A quality attributed to Organizational Excellence

Why attribute is important

White: No outcome; Green: Outcome fully met the goal; Yellow: Outcome missed the goal, but close OR making progress to achieving the goal; Red: Clearly missed the goal OR a very bad trend; 👍 up= trend better; 👎 down= trend worse; ≤ is "less than or equal"; ≥ means "greater or equal"

| ATTRIBUTE | | WHY IMPORTANT? | | | | |
|--|------------------------------|--|------|------|-------|--|
| Recruit and retain a highly engaged and effective workforce | | A high performing and engaged workforce will achieve desired results and move the organization forward to achieving its mission. | | | | |
| Performance Measures | Current Goal | Outcome | | | Trend | Comments or Analysis |
| | | 2017 | 2018 | 2019 | | |
| Number of days lost due to workplace related injuries | 0 | 0 | 0 | | 👍 | |
| Experience Modification (EMOD) | ≤ 100% | 96% | 80% | | 👍 | The EMOD rate is used by insurance companies to gauge both past cost of injuries and future chances of risk. The lower the EMOD the lower workers compensation insurance premiums will be. An EMOD greater than 100% means CMSD is riskier than average. An EMOD less than 100% means CMSD is safer than average. |
| Number of Sanitary Sewer Overflows (SSOs) per 100 miles of Sewer | 2017: ≤ 0.75 2018: ≤ 0.27 | 0 | 0.45 | | 👍 | Goal is from Region 8 (Santa Ana) of the State Water Resources Control Board. CMSD is part of Region 8. 0.65 is from 2017 California Integrated Water Quality System (CIWQS) database, which is a computer system used by the State Water Control Board to track SSOs in California. 2018 CIWQS data is for five months. The one SSO in CMSD was caused by contractor boring storm drain pipe into wastewater pipe. Rags got lodged between |

Color coded to easily identify outcome achieved or not

Identifies outcome trend good or bad

Provides descriptive analysis of measure and/or outcome

Measurements linked to CMSD Strategic Plan