

## PERFORMANCE MEASUREMENT

The Agency's mission is:

*“Providing Reliable, Quality Water at a Reasonable Cost to the Santa Clarita Valley”*

Performance measures are the basis for assessing progress toward achieving Agency goals. In addition to measuring workload, the Agency measures performance in three key areas related to the Mission Statement:

1. Securing a reliable water supply
2. Ensuring quality of water supply and service
3. Maintaining cost-effective water supplies

### **Securing a Reliable Water Supply**

Key performance measures include growth of imported water supply, cumulative State Water Project (SWP) water banked, long-term Santa Clarita Valley (SCV) water supply availability, SCV monthly municipal water use, and year-to-year cumulative monthly change in SCV water use and evapotranspiration (ETo). These measures show the Agency's progress toward maintaining supply as well as managing demand (i.e., conservation and water use efficiency).

### **Ensuring Quality of Water Supply and Service**

The Agency measures its progress in meeting federal, state and other water quality standards, and tracks its achievements over time.

### **Maintaining Cost-Effective Water Supplies**

The Agency measures a number of financial measures that track and highlight the Agency's financial strength, and assist the Board of Directors to exercise prudence and fiscal judgment when making decisions. This section also includes certain benchmarks, as established by the Standard & Poor's rating Agency.

### **Workload Measures**

The Agency measures workload for key activities in each of its Departments and Divisions.

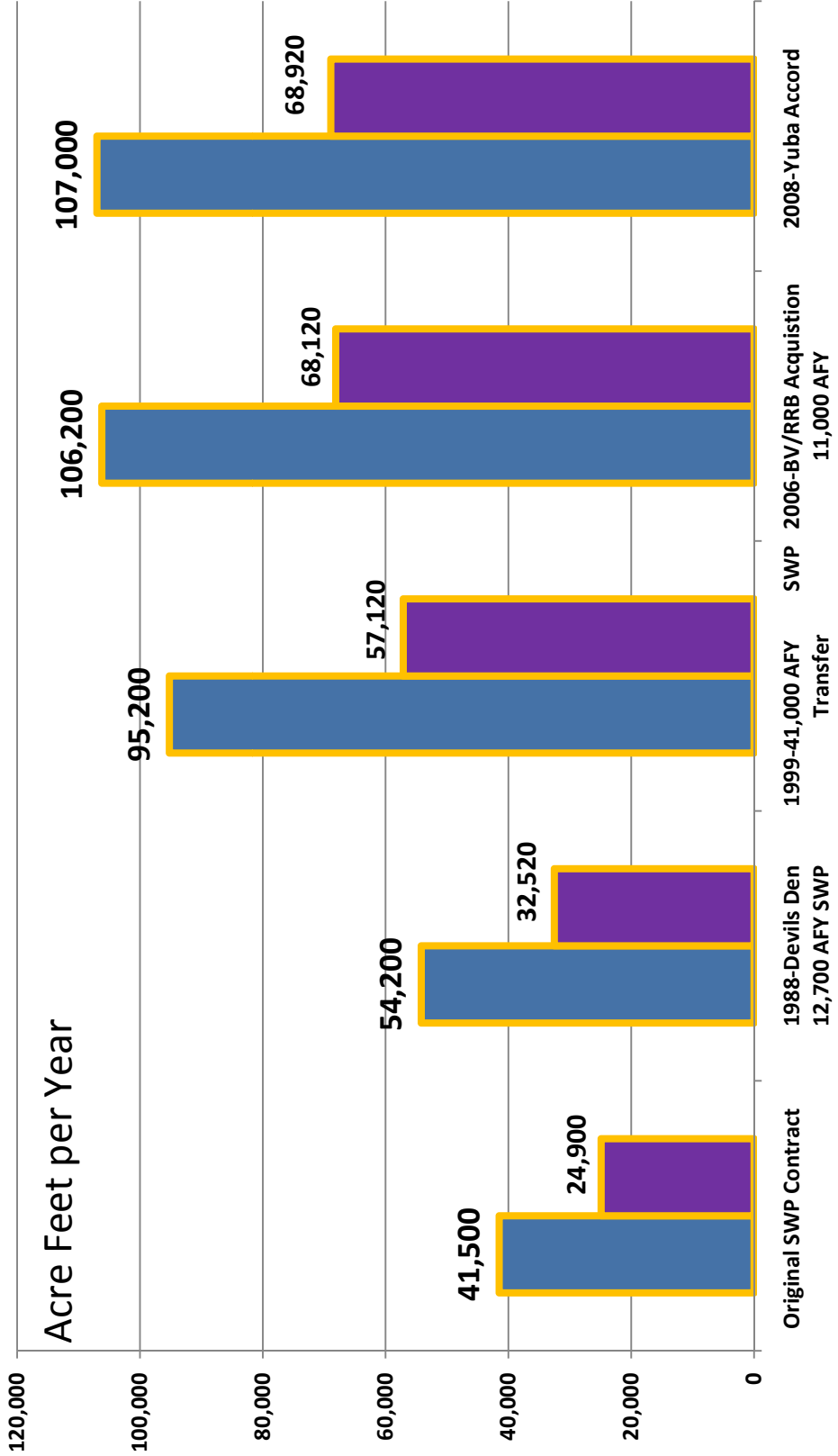
# 1960

Voters approve the \$1.75 billion bond to construct the State Water Project.	1960
Metropolitan Water District of Southern California signs first water supply contract for supplemental water supplies from the State Water Project.	
The Castaic Lake Water Agency was organized as the Upper Santa Clara Valley Water Agency on April 20. Local citizens vote to bring State Water Project water to the Santa Clarita Valley.	1962
Work begins on the California Aqueduct in the Delta.	1963
Interstate 5 is completed through the Santa Clarita Valley.	1967
Master planned community of Valencia is dedicated and construction begins; tract homes sell for \$25,000.	
First State Water Project water is delivered via the South Bay Aqueduct to Santa Clara Valley Water District.	
Construction begins on Castaic Dam.	
Oroville Dam and Lake Oroville are dedicated; reservoir is filled to 3.5 million acre-feet capacity for the first time.	1968
First State Water Project water deliveries made to San Joaquin Valley.	

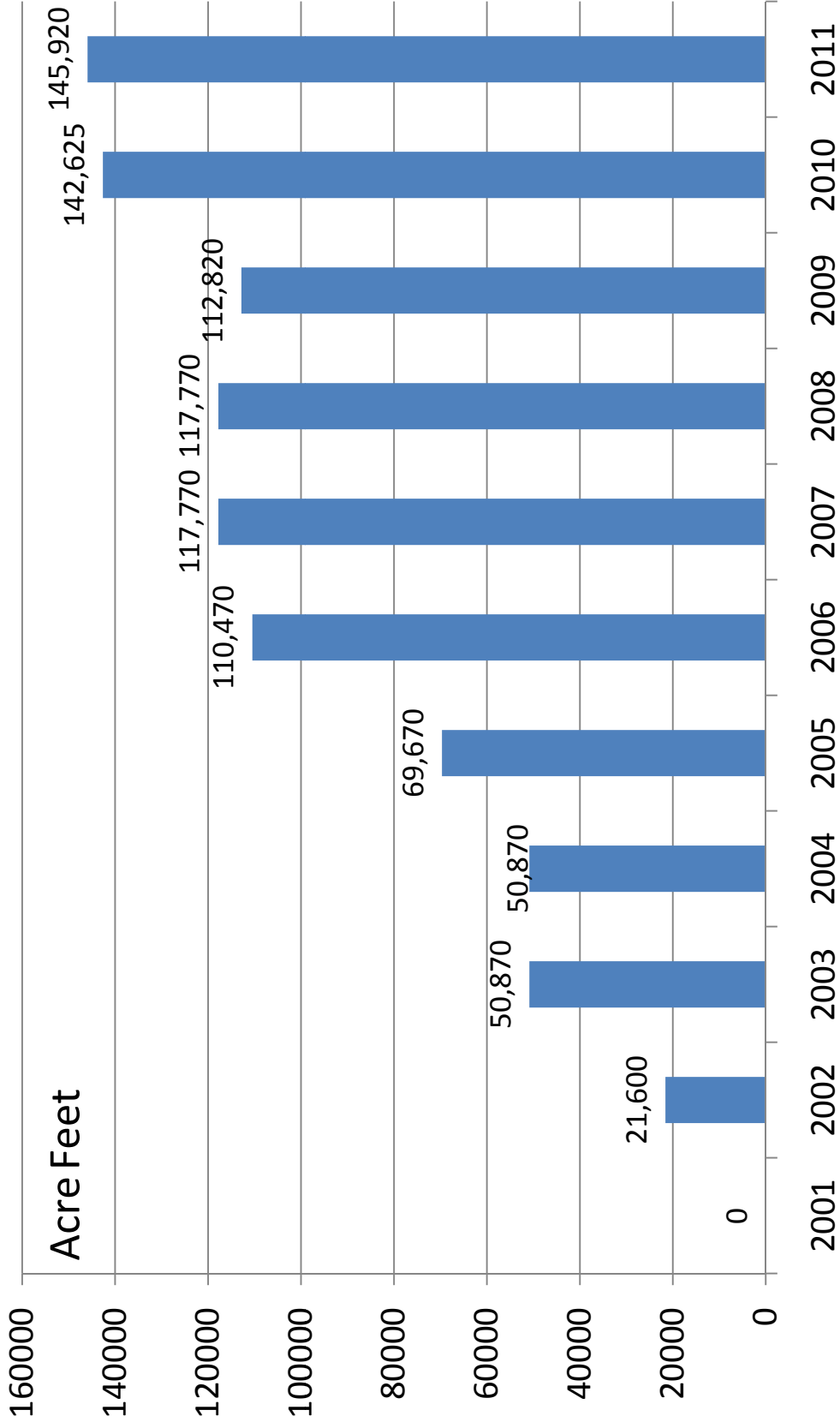
## **Securing a Reliable Water Supply**

# Growth of Imported Water Supply

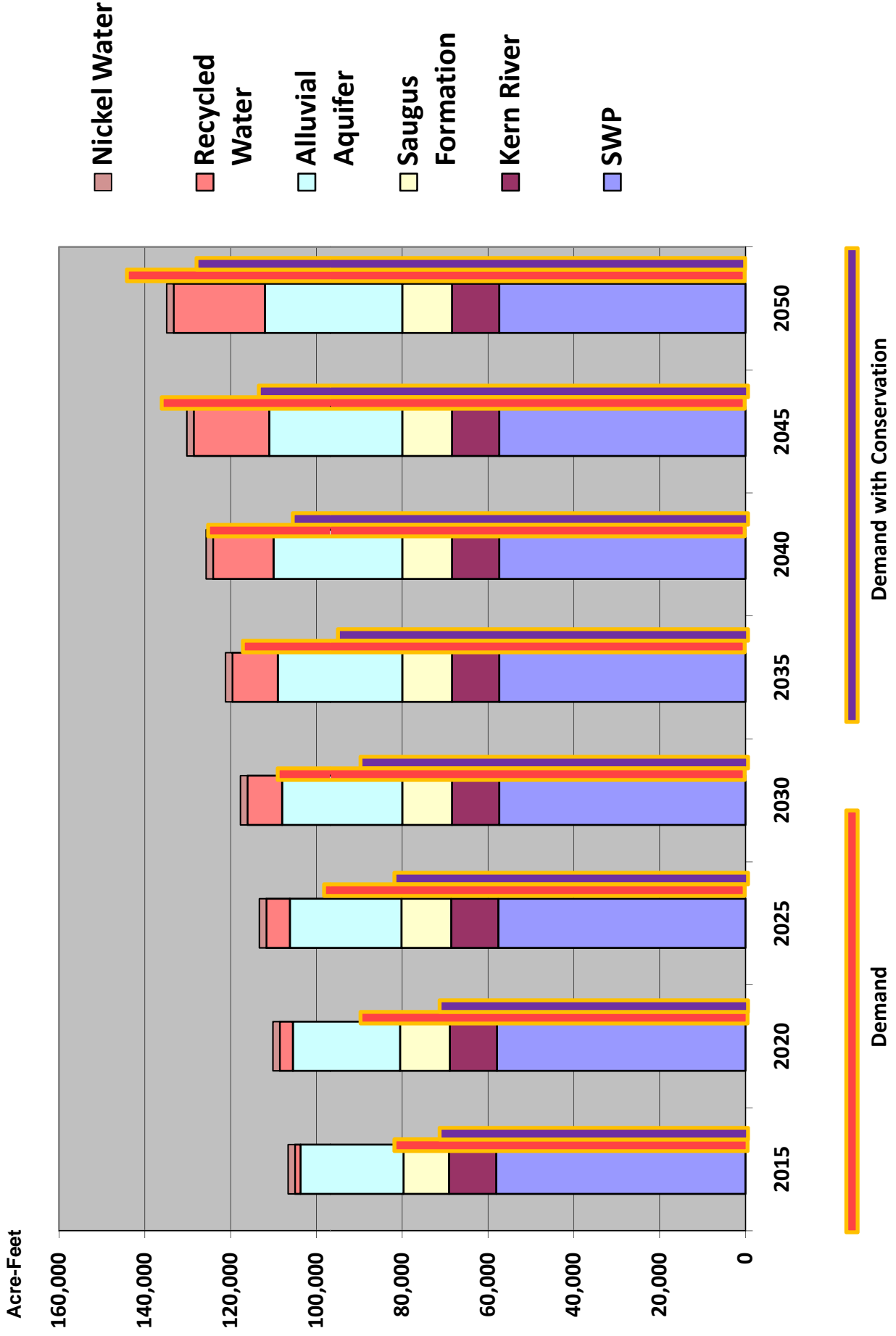
## Contract Amount and Reliable Supply



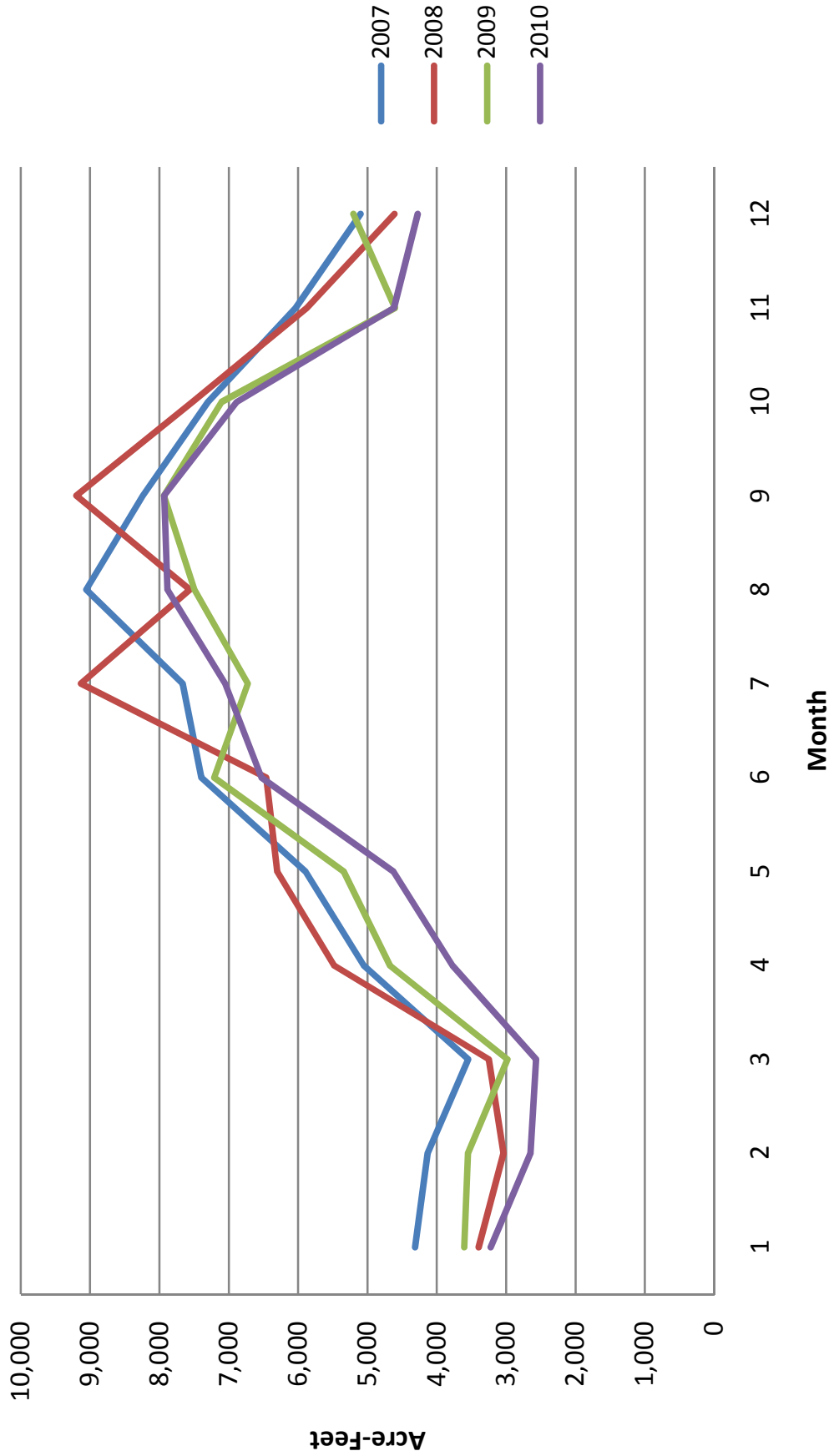
# Cumulative Banked Water



# Long Term SCV Water Supply Availability



# SCV Monthly Municipal Water Use 2007 - 2010



## 2010 vs. 2007 SCV Water Use and ETo



**Ensuring Quality of Water Supply and Service**

# 2011 Strategic Plan

## Water Quality Performance Measures 2000 - 2010

Water Quality Measure	Standard	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Total Coliform Rule	All Samples $\leq$ 5%TC+, No EC +	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Surface Water Treatment Rule	95% Samples Turbidity < 0.2 NTU	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	95% Samples have Chlorine Residual											
Safe Drinking Water Act - Phase II & V Monitoring	MCLs for organics and inorganics	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	RAA for THM's < 40 ppb											
	RAA for HAA's < 30 ppb	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disinfection By-products Rule	QA for Bromate < 10 ppb											

TC = Total Coliform

EC = E.Coli

RAA = Running Annual Average

QA = Quarterly Average

NTU = Nephelometric Turbidity Units

MCL = Maximum Contaminant Level

THM = Trihalomethanes

HAA = Haloacetic Acids

**Maintaining Cost-Effective Water Supplies**

CASTAIC LAKE WATER AGENCY  
Performance Measures  
FY 2011/12 Budget

	FY 2005/06 Actual	FY 2006/07 Actual	FY 2007/08 Actual	FY 2008/09 Actual	FY 2009/10 Actual	FY 2010/11 Budget	FY 2010/11 Estimated	FY 2011/12 Budget
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**FINANCIAL MEASURES**

State Water Contract (SWC) costs per capita	\$ 82.45	\$ 53.96	\$ 64.81	\$ 78.38	\$ 72.59	\$ 86.69	\$ 74.67	\$ 89.34
Ad Valorem Tax Rate (SWC) cents per \$100.00	\$ 0.04932	\$ 0.04000	\$ 0.04000	\$ 0.04000	\$ 0.06075	\$ 0.08100	\$ 0.07060	\$ 0.07405
Recovery of Operating Expenditures	76%	84%	86%	77%	87%	100%	95%	107%
Capital expenditures per capita	\$ 202.64	\$ 88.02	\$ 84.88	\$ 126.08	\$ 174.78	\$ 163.83	\$ 108.30	\$ 90.33
Debt Service per capita	\$ 74.00	\$ 68.03	\$ 89.37	\$ 89.87	\$ 91.87	\$ 82.90	\$ 78.04	\$ 85.82
Debt per capita	\$ 1,000.60	\$ 1,350.62	\$ 1,272.33	\$ 1,243.24	\$ 1,206.41	\$ 1,184.39	\$ 1,084.44	\$ 1,052.41
Ratio of Debt to AV (assessed valuation)	0.90%	1.11%	0.93%	0.91%	0.95%	0.96%	0.93%	0.91%
Senior Debt Service coverage ratio	1.55	2.35	2.91	3.30	2.04	3.58	3.98	5.70
Parity Debt Service coverage ratio	1.39	2.06	2.78	3.31	1.49	1.41	1.40	2.21
Value of pay-as-you-go capital program (millions) *	\$ 5.98	\$ 3.10	\$ 3.16	\$ 8.61	\$ 2.25	\$ 4.14	\$ 1.84	\$ 3.74

\* Does not include projects funded by perchlorate settlement agreement.

## Debt Capacity Measures (Standard & Poor's, April 2008)

Discussion from California Debt and Investment Advisory Commission Article – *Debt Capacity: An Overview* – Published July 2009

*Debt per capita* is the breakdown of the public agency's debt burden on individual citizens. This is a commonly used ratio for analyzing local issuers, since ratios can be calculated separately for cities, counties and special districts. The accompanying chart reflects how Standard & Poor's characterizes net debt per capita (and also includes the Agency's calculation).

<b>Overall Net Debt Per Capita</b>	
Very Low	Below \$1,000
Low	\$1,000-\$2,000
Moderate	\$2,000-\$5,000
High	Above \$5,000
<b>CLWA, FY 2011/12 Budget</b>	<b>\$1,052.41</b>

*Debt as a percentage of assessed valuation* represents a public agency's available resources to repay debt, assuming the debt is secured by property taxes. For this debt ratio a common benchmark is that debt should not account for more than 10 percent of an agency's assessed valuation. The accompanying chart reflects how Standard & Poor's characterizes debt as a percentage of assessed valuation (and also includes the Agency's calculation).

<b>Overall Net Debt as a Percent of Assessed Valuation</b>	
Low	Below 3%
Moderate	3%-6%
Moderately High	6%-10%
High	Above 10%
<b>CLWA, FY 2011/12 Budget</b>	<b>0.91%</b>

*Debt service as a percentage of expenditures* reflects the portion of a public agency's expenses that are dedicated to paying debt service costs. The higher the percentage consumed by debt service costs mean less funds available to spend for other programs or ongoing costs. Moody's notes that the typical range is somewhere between 5-15 percent, adding that communities experiencing rapid growth can extend this range. The accompanying chart reflects how Standard & Poor's characterizes debt service as a percentage of expenditures (and also includes the Agency's calculation).

<b>Debt Service as a Percentage of Expenditures</b>	
Low	Below 8%
Moderate	8%-15%
Elevated	Above 15%-20%
<b>CLWA, FY 2011/12 Budget</b>	<b>26.4%</b>

## The 1960's ...



1962 – The Castaic Lake Water Agency was organized as the Upper Santa Clara Valley Water Agency on April 20. Local citizens vote to bring State Water Project water to the Santa Clarita Valley.

1967 – Master planned community of Valencia is dedicated and construction begins; tract homes sell for \$25,000.



## **Workload Measures**

CASTAIC LAKE WATER AGENCY  
Performance Measures  
FY 2011/12 Budget

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**WORKLOAD MEASURES**

	FY 2005/06 Actual	FY 2006/07 Actual	FY 2007/08 Actual	FY 2008/09 Actual	FY 2009/10 Actual	FY 2010/11 Budget	FY 2010/11 Estimated	FY 2011/12 Budget
<b>Management</b>								
Regular Board Meetings	21	20	17	20	21	24	21	24
Regular Committee Meetings	56	55	55	62	60	72	62	60
Special Board Meetings	7	11	14	16	8	10	10	7
Ad Hoc Committee and Miscellaneous Meetings	6	25	15	18	13	15	5	10
Federal funds appropriated (millions)	\$ 1.00	\$ 0.50	\$ 1.60	\$ 2.00	\$ 1.60	\$ 5.00	\$ 0.53	\$ 0.40

**Administration**

Positions filled	14	32	20	19	8	7	16	7
Candidates interviewed	129	114	83	69	55	50	37	50
Safety training classes held	28	21	41	19	44	40	35	40
Safety training class attendees	360	298	497	380	911	1,000	645	1,000
Days lost due to injury - Wholesale	*	*	*	*	*	*	1	-
Days lost due to injury - Retail	*	*	*	*	*	*	6	-
Number of invoices	7,103	7,189	9,225	9,776	9,328	9,500	9,200	9,500
Number of purchase orders	2,195	2,398	1,814	1,942	2,044	2,200	2,100	2,200
Value of purchase orders (millions)	\$ 3.36	\$ 4.20	\$ 4.36	\$ 4.90	\$ 5.10	\$ 5.10	\$ 6.00	\$ 5.10
Facilities work orders	451	896	605	453	533	600	600	600

**Engineering**

Number of major capital projects underway	9	12	8	10	8	12	14	9
Value of Major capital projects (millions)	\$ 32.96	\$ 11.47	\$ 11.92	\$ 21.03	\$ 35.72	\$ 29.49	\$ 20.87	\$ 11.12

**Maintenance**

Hours of preventive maintenance	*	9,320	10,950	11,550	9,300	9,500	10,500	11,000
Hours of emergency and corrective maintenance	*	6,220	6,100	6,500	7,700	7,500	6,500	5,500

**Water Quality and Regulatory Affairs**

Total samples collected and analyzed	*	84,700	85,000	87,000	87,000	87,000	90,000	97,000
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\* Information not collected.

CASTAIC LAKE WATER AGENCY  
Performance Measures  
FY 2011/12 Budget

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**WORKLOAD MEASURES continued**

	FY 2005/06 Actual	FY 2006/07 Actual	FY 2007/08 Actual	FY 2008/09 Actual	FY 2009/10 Actual	FY 2010/11 Budget	FY 2010/11 Estimated	FY 2011/12 Budget
<b>Water Resources</b>								
School children educated	9,456	12,903	13,411	12,672	12,038	13,000	13,500	13,500
School teachers educated	395	588	470	466	530	500	500	500
Landscape education participants	358	499	501	420	275	320	450	550
Community events attended	19	25	26	38	34	35	35	37
Number of Facebook posts	*	*	*	*	*	*	120	145
Number of e-newsletter (Water Currents) subscribers	*	*	*	*	*	*	425	600
AF of water banked	40,000	22,000	4,100	(550)	(4,400)	-	35,100	10,000
CEQA and related certifications processed	*	3	1	1	1	2	4	2
Projected ratio of available supplies/projected demands	1.70	1.17	1.23	1.66	1.57	1.45	1.94	1.50

	FY 2005/06 Actual	FY 2006/07 Actual	FY 2007/08 Actual	FY 2008/09 Actual	FY 2009/10 Actual	FY 2010/11 Budget	FY 2010/11 Estimated	FY 2011/12 Budget
<b>Water Treatment Operations</b>								
AF imported water treated	40,505	44,493	44,735	38,276	34,648	33,977	31,200	35,300
AF recycled water provided	426	426	438	295	295	300	336	336
AF perchlorate-contaminated water treated	-	-	-	-	-	3,325	1,317	3,325
Maximum day deliveries (mgd)	80	80	82	70	70	80	61	80

\* Information not collected.

## 1970

The Agency's name is changed to the Castaic Lake Water Agency.	1970
The California Environmental Quality Act (CEQA) is established.	
Magic Mountain amusement park opens.	1971
Edmonston Pumping Plant is dedicated.	1972
Federal Clean Water Act passed.	
Castaic Dam is completed; reservoir opens.	
Bond measure for Honby and Newhall laterals and Earl Schmidt Filtration Plant passed.	1976
Bill Manetta becomes the first Agency General Manager.	1977
Agency moves to offices on Lyons Avenue in Newhall.	1978
State Water Resources Control Board issues Water Rights Decision 1485, setting Sacramento-San Joaquin Delta water quality standards.	