

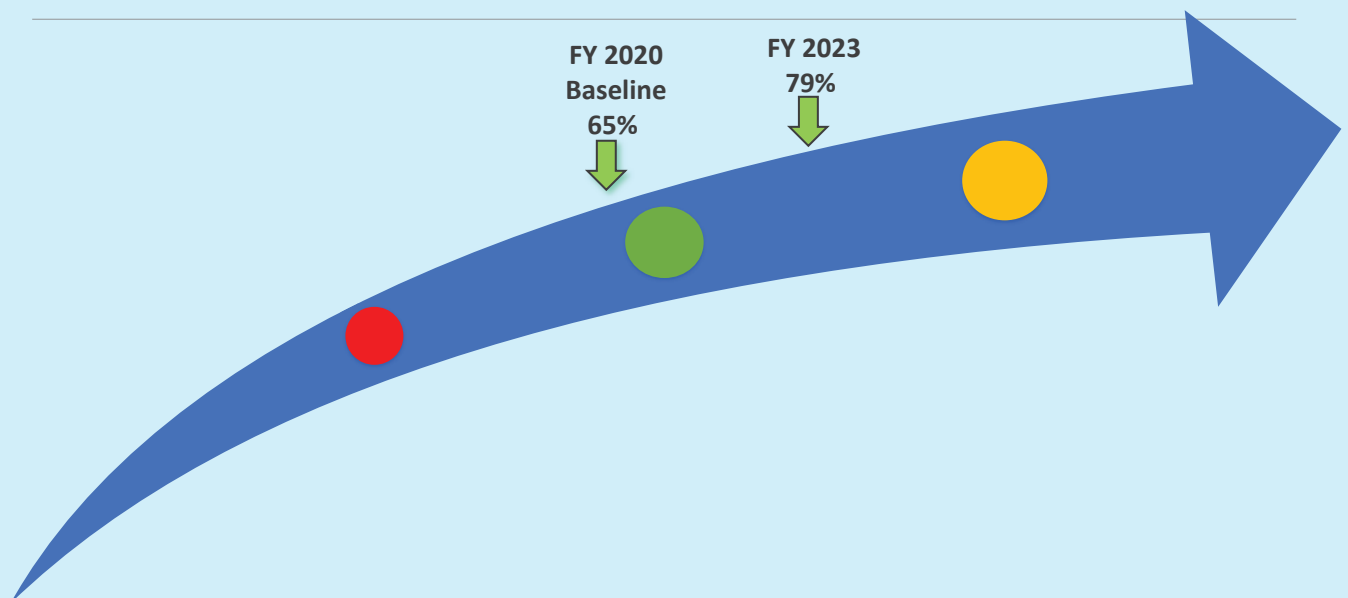


# FISCAL YEAR 2023 PERFORMANCE AUDIT

January 24, 2024



## Annual Performance Audit: The Road to Gold





ADMINISTRATIVE  
SERVICES

**Rating of 88** - 8 metrics with 6 golds, 1 green and 1 red  
Last rating 62



**No Recommendations**



HUMAN  
RESOURCES

**Rating of 78** - 5 metrics with 3 golds, 1 green and 1 red  
Last rating 63



**No Recommendations**



CUSTOMER  
SERVICES

**Rating of 93** - 6 metrics with 5 golds and 1 red  
Last rating 64



### **Recommendations**

#### **Indicator No. 1 – Suggest adding another metric to this group.**

- Only two items from the CMMS database were used; add another, giving a better indication of performance.

#### **Indicator Nos. 3, 4, and 5**

- These indicators are direct results of the annual customer service audit and ratings significantly impact this overall rating.
- This is acceptable if the district is comfortable with this being a factor in this evaluation. If not, other factors should be added and steps taken to reduce the impact of the annual customer audit.

#### **General**

- Include additional indicators, such as the ratio of employees to active accounts and the ratio of employees to active accounts.



**Rating of 78** - 8 metrics with 6 golds, 1 green and 1 red  
Last rating 63



ENGINEERING

## Recommendations

### Indicator No. 1 – Work Reporting Accuracy

- Allow the Principal Engineer to perform daily quality control of the work reports before submitting for system input.
- The auditor should report what the errors were in the work reports.

### Indicator No. 3 – Project Hours

- % of billing hours is adequate; the total annual number of hours billed is not.
- Consider adjusting the indicator rating to have a combination of % billing and billable hours.

### Indicator No. 10 – File completed projects in a timely manner

- The process should be adjusted with the computation based on the project being accepted by engineering and documented after a project is complete.
- A difference in calendar days is computed to when the project is closed in the finance system

5



**Rating of 79** - 7 metrics with 3 golds, 2 green and 2 red  
Last rating 68



FINANCIAL  
SERVICES

## Recommendations

### Indicator No. 4 – File completed projects in a timely manner.

- The process should be adjusted with the computation based on the project being accepted by engineering and documented after a project is complete.
- A difference in calendar days is computed to when the project is closed in the finance system

### Indicator No. 5 – Monthly Close Documentation

- Develop a checklist with supporting information to enable the Auditor to review and score the performance compared with the target.
- Establish what actions and documentation are needed to perform a monthly close.

6



**Rating of 57** - 10 metrics with 2 golds, 2 green and 6 reds  
Last rating 67



PUBLIC AFFAIRS

**Indicator No. 2 - Two-Week Scheduling & Monthly Status**

- The completion requires adherence by the Manager to submitting the schedule and monthly status.

**Indicator Nos. 3 and 6 - Annual customer service survey**

- These tactics that generate the surveys should be monitored quarterly and reported, with actions taken and planned

**Indicator No. 5 - Mesa Water Knowledge of Water Origin**

- Understanding by customers of water's origin is essential and has significantly improved.
- A review of this benchmark should be considered as it appears high and challenging to obtain.

**Indicator No. 7 - Good Tasting Water**

- This value of the taste of water is very subjective, and there is no marketing for it.
- The District should either start a marketing program to cover this or exclude this Indicator from the review.

**Indicator No. 8 - Increase the number of Social Media followers on Facebook and Instagram.**

- A significant effort and communication need to be made to improve with short-term monthly assessments and direct action to increase interaction and followers.



**Rating of 84** - 14 metrics with 9 golds, 3 greens and 2 reds  
Last rating 69



WATER  
OPERATIONS

**Recommendations**

**Indicator No. 6 – Comparison of the submission time of the emailed Production Duty Checklist**

- All missing entries should be documented with a valid rationale for this occurrence.

**Indicator No. 7 – Comparison of the emailed Production Duty Checklist submission time to the agreed-upon time requirements in the Production System Operations Plan. Documented the daily performance log.**

- This is a weekly projection done daily, and the metric provides little guidance to staff or enhances value. Removal of metric as it adds minimal value by compliance.

**Indicator No. 12 – Review all action plans associated with the Root Cause Analysis. Confirm that an action plan exists and that progress is being made toward completion.**

- The rating was impacted as one of the root causes of the timeframe projected was outside of the current year. All projected plan actions that exceed the current year should not be evaluated and instead covered in the planned year for adherence.



District  
Fiscal

**Rating of 76** - 5 metrics with 3 golds, 1 green and 1 red  
New rating, no prior one.

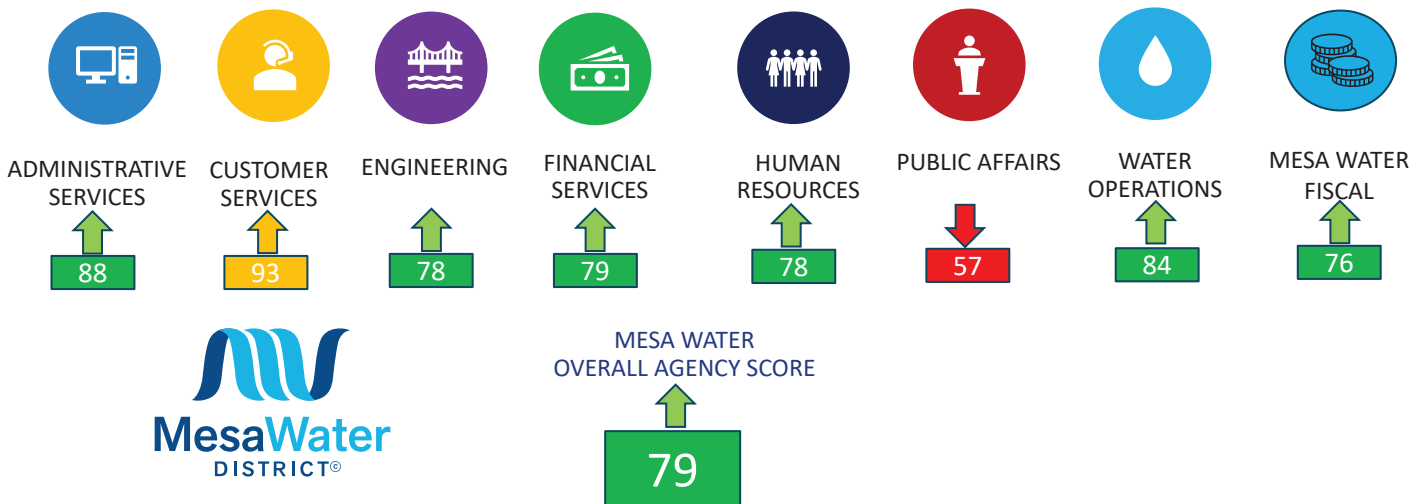


### Recommendations

#### Indicator No. 2 - Investment Performance (Other Investments)

- The return on investment from LAIF and OCIP is considerably more than the District investments.
- The district should evaluate and consider using other options for some portion of the portfolio using relatively safe investments.

## Overview





	Scores		Change
	2022-2023	2019-2020	
Administrative Services	88	62	26
Customer Services	93	64	29
Engineering	78	63	15
Financial Services	79	68	11
Human Resources	78	63	15
Public Affairs *	57	67	-10
Water Operations	84	69	15
Mesa Water District Fiscal	76	N/A	
<b>Average</b>	<b>79</b>	<b>65</b>	<b>14</b>

Overall Score: 79%

### Summary

The audit is thorough and measures each department's performance. Straightforward and provides a consistent picture of performance change. Some adjustments are provided in the recommendations.

## Conclusion



Agency is improving with key metrics



Managers take these seriously and are monitoring



Unique process that focuses on continuous improvement



Opportunities exist for enhancement



## Questions?

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