









\*Blue highlighted programs moved up 1 Quartile after including Equity in the scoring (better aligned)

\*Green highlighted programs moved down 1 Quartile after including Equity in the scoring (less aligned)

## Community Programs

Program	Quartile	Department	Division
Elections--LFCPA	4	Shared Services	City Clerk
Commercial Benchmarking	4	Power and Communications	Electric Administration
Government Reporting	4	Power and Communications	Electric Administration
Analysis and Coordination with Other Entities	4	Power and Communications	Electric Administration
Contract and Legal Coordination	4	Power and Communications	Electric Administration
Financial Monitoring and Analysis	4	Power and Communications	Electric Administration
Project Analysis	4	Power and Communications	Electric Engineering
Concessions - Sunset Pool	4	Community Services	Recreation
Customer Acquisition and Retention	4	Broadband	Broadband - Network Services
Customer Experience and Process	4	Broadband	Broadband - Network Services
Social Equity	4	Community Services	CNR
Project Management of Capital Projects - Facilities	4	External Services	Facilities Maintenance
AMI Implementation	4	Power and Communications	Electric Administration
Network - Fiber Enablements	4	Broadband	Broadband - Network Services
Network Reliability, Capacity Management - Inside plant	4	Broadband	Broadband - Network Services
Network - Customer installations, repair	4	Broadband	Broadband - Network Services
Network Reliability - Outside Plant	4	Broadband	Broadband - Network Services
Honor Guard	4	Public Safety	Fire Services
City Meetings Special events - CS Director	4	Community Services	Recreation - Callahan House
Commercial Energy Efficiency Program	4	Power and Communications	Electric Customer Service