

主要工作表現指標

Key Performance Indicators

財政年度 Financial Year
(百分比 Percentage)

指標 Indicators	08/09	09/10	10/11
食水水質〔100%符合「世界衛生組織」2006年所定食水水質標準〕 Fresh Water Quality [100% complies with WHO Guidelines for Drinking Water Quality (2006)]	100	100	100
鹹水水質〔96%符合水務署所定的水質指標〕 Salt Water Quality [96% complies with WSD Water Quality Objectives]	符合指標 complied with	符合指標 complied with	符合指標 complied with
食水供水水壓（15至30米） Fresh Water Supply Pressure (15 – 30 metres)	100	100	100
鹹水供水水壓（15米） Salt Water Supply Pressure (15 metres)	100	100	100

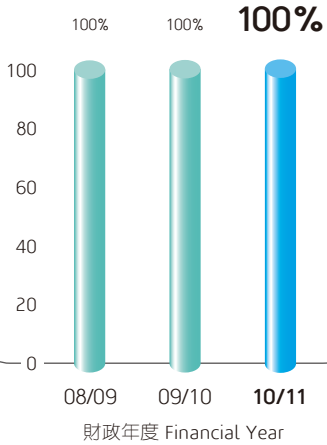
財政年度 Financial Year
(百分比 Percentage)

指標 Indicators	08/09	09/10	10/11
到場處理故障投訴的時間 Response Time for Attendance to Fault Complaints			
• 食水供應故障（在半天內） Fresh Water Supply Fault (within half a day)	100	100	100
• 其他（在一個工作天內） Others (within a working day)	100	100	100
因預算進行的工程而暫停供水時段的長度（97%於八小時內 ¹ ） Duration of Suspension of Water Supply for Planned Works (97% within 8 hours ¹)	符合指標 complied with	符合指標 complied with	符合指標 complied with
水錶準確程度（偏差程度不超過±3%） Accuracy of Water Meters (inaccuracy not exceeding ± 3%)	93.7	94.2	95.0
初步回覆市民的來信（十個曆日） Interim Reply to Correspondence from the Public (10 Calendar Days)	98.5	98.5	98.4

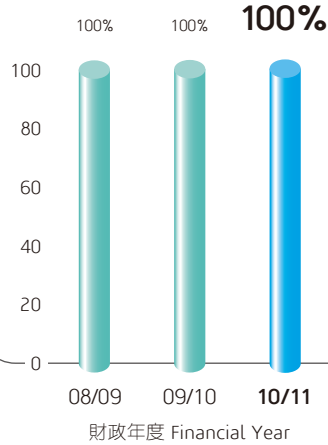
¹ 二零一零至一一年以前之目標為95%於八小時內。

¹ The target before 2010/11 was 95% within 8 hours.

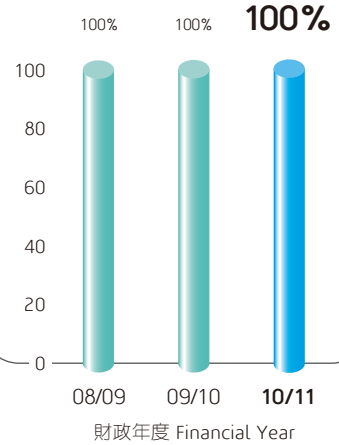
食水水質
Fresh Water Quality



食水供水水壓
Fresh Water Supply Pressure

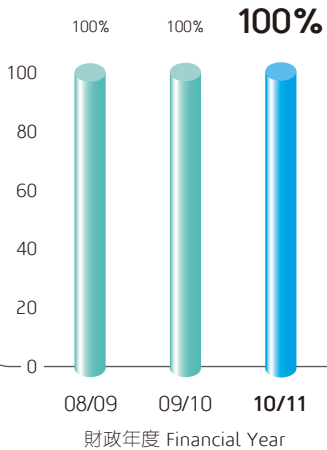


鹹水供水水壓
Salt Water Supply Pressure

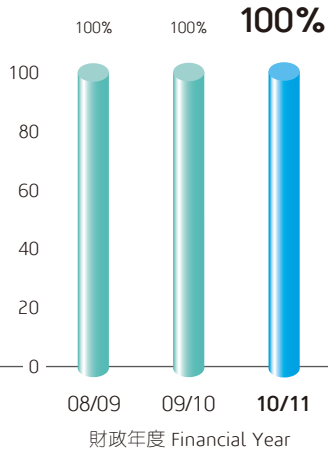


到場處理故障投訴的時間
Response Time for Attendance to Fault Complaints

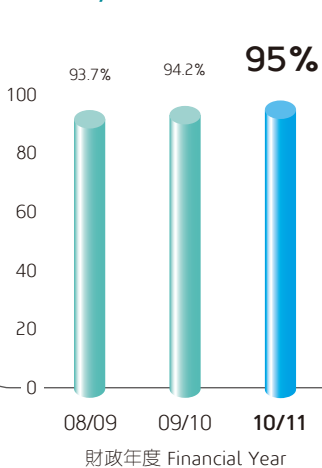
食水供應故障 (在半天內)
Fresh Water Supply Fault (within half a day)



其他 (在一個工作天內)
Others (within a working day)



水錶準確程度
Accuracy of Water Meters



初步回覆市民的來信
Interim Reply to Correspondence from the Public

