



Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Suzanne R. Coffey, P.E., CEO

CC: William M. Wolfson, CACO

Date: January 4, 2023

RE: **EXPLANATION OF CEO January 2023 KPIs “RED, YELLOW, GREEN” REPORT**

OVERVIEW Last month there were two “yellow” indicators. This month there are three “yellow” indicators.

Our first “yellow” indicator relates to the water preventative maintenance project work orders completed as a percentage of the total maintenance worker orders. For this measure to be green preventative maintenance work orders must be between 75 and 85% of total work orders. For November 2022 preventative work orders constituted 86% of the total work orders causing this measure to remain “yellow.” (in October 2022 this measure was also “yellow”.) In reviewing the cause for this performance variance, we noted that an average number of Bi-Monthly, Quarterly, Semi Annual, Yearly, and Bi-Yearly preventative maintenance (PM’s) work orders were completed in November. We also noted that 20 fewer than average corrective maintenance (CM’s) work orders were completed in November. This result is an improvement from the previous month (99) and is an indicator that the adjustments made are moving the ratio in the appropriate direction. The KPI’s will continue to be monitored to ensure that the optimum efficiencies are being achieved.

Our second “yellow” indicator is the measure of the ratio of operable valves to valves assessed. Last month this indicator was also “yellow”. The goal for this metric is 100% of GLWA valves are operational. Last month we reported that 80 % of GLWA valves assessed were operational. This month the percentage of operational valves is slightly lower at 79.1%. We do not see this change as significant and, as stated in previous months, it is not unreasonable to expect this indicator to remain “yellow” for the foreseeable future underscoring the value of this project.

Our third “yellow” indicator relates to our network up-time percentage. For this metric to be “green” the network must be up at least 99.98% of the time Last month the indicator was “green.” This month our network up time was slightly below that level at 99.95% causing the indicator to turn “yellow.” During this period GLWA experienced downtime due to power outages at Southwest and the 7 Mile CSO facility. Although GLWA will continue to monitor this issue, given the very slight decline, we do not feel additional action is necessary at this time.

SPECIFIC RED AND YELLOW MEASURES FOLLOW:

EUM Attribute	Measure	Significance	Criteria		Status
Infrastructure Strategy and Performance	Water - Preventative maintenance projects completed as planned	Reduced risk of unplanned downtime or inefficiencies	Green Yellow Red	75-85% >85% <75%	Yellow

Explanation and Responsive Actions: For this measure to be green preventative maintenance work orders must be between 75 and 85% of total work orders. For November 2022 preventative work orders constituted 86% of the total work orders causing this measure to remain “yellow.” (in October 2022 this measure was also “yellow”.) In reviewing the cause for this performance variance, we noted that an average number of Bi-Monthly, Quarterly, Semi Annual, Yearly, and Bi-Yearly preventative maintenance (PM’s) work orders were completed in November. We also noted that 20 fewer than average corrective maintenance (CM’s) work orders were completed in November. This result is an improvement from the previous month (99) and is an indicator that the adjustments made are moving the ratio in the appropriate direction. The KPI’s will continue to be monitored to ensure that the optimum efficiencies are being achieved.

EUM Attribute	Measure	Significance	Criteria		Status
Infrastructure Strategy and Performance	Water - 100% of GLWA valves assessed are operational	Reduced risk of unplanned downtime and service interruption	Green Yellow Red	>90% 80% - 90% <80%	Yellow

Explanation and Responsive Actions: Our valve assessment project measure remains “yellow” this month and performance has declined slightly from the previous month. As the Board is aware, under this project, valves are currently defined in one of three categories – minor repair, rehabilitation, or replacement. Where the valve ultimately ends up is determined at the end of the project which means that a valve can go from minor repair to rehabilitated during the contract and may be operational by the end of the contract period.

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	All GLWA sites with Wide Area Network connections will have 100% availability	Network connectivity promotes employee productivity	Green >99.98% Yellow 99.50% - 99.98% Red <99.50%	Yellow

Explanation and Responsive Actions: This indicator relates to GLWA’s network up-time percentage. For this metric to be “green” the network must be up at least 99.98% of the time Last month the indicator was “green.” This month our network up time was slightly below that level at 99.95% causing the indicator to turn “yellow.” During this period GLWA experienced downtime due to power outages at Southwest and the 7 Mile CSO facility. Although GLWA will continue to monitor this issue, given the very slight decline, we do not feel additional action is necessary at this time.