



## Legislation Text

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### CEO's KPI Report

Agenda of: November 10, 2021  
Item No.: **2021-438**  
Amount: N/A

**TO:** The Honorable  
Board of Directors  
Great Lakes Water Authority

**FROM:** Suzanne R. Coffey, P.E.  
Interim Chief Executive Officer  
Great Lakes Water Authority

**DATE:** November 5, 2021

**RE:** **CEO's KPI Report**

### MOTION

Upon recommendation of Suzanne R. Coffey, P.E., Interim Chief Executive Officer, The Board of Directors (Board) of the Great Lakes Water Authority (GLWA) **receives and files the November 2021, Interim Chief Executive Officer's Key Performance Indicators and Effective Utility Management Metrics Report**; and authorizes the Interim CEO to take such other action as may be necessary to accomplish the intent of this vote.

### **BACKGROUND**

The Interim Chief Executive Officer submits a monthly Report of Key Performance Indicators for the Great Lakes Water Authority.

### **JUSTIFICATION**

The use of Key Performance Indicators is a means to provide readily accessible insight and overview of the utility's operations. The use of this Report supplements the information currently provided in the ICEO's monthly Report.

### **BUDGET IMPACT**

This item does not impact the GLWA budget.

**COMMITTEE REVIEW**

This item is being presented directly to the GLWA Board of Directors.

**SHARED SERVICES IMPACT**

This item does not impact the shared services agreement between GLWA and DWSD.