



Board of Directors
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Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Suzanne R. Coffey, P.E., CEO; William M. Wolfson, DCEO

Date: January 16, 2025

RE: January 2025 EUM KPI Metrics

Update regarding KPIs

The January 2025 *Key Performance Indicators and Effective Utility Management (EUM) Metrics* (KPI Report) follows the traditional format that this Board has previously seen. As requested, going forward we will update the Board on our KPIs on at least three times per year (January, July, and December) and more frequently if a change in performance indicates.

Update regarding form of KPIs

Previously the Board received three documents related to KPIs; the KPI Report, the *Red, Yellow, Green Report*, and an *Explanation of CEO KPIs "Red, Yellow Green Report."* We are revising the form of the KPI report and that will be reflected in the next iteration submitted to this Board. While not all indicators in the KPI Report have associated red, yellow, or green indicators, for those that do, the status of the indicator will be shown in the slide. If the indicator is red or yellow, the slide will also contain an explanation of the performance gap and, as appropriate, any corrective measures to be implemented.

Temporarily Suspended Indicators

As the Board will notice a few of the indicators in the Red, Yellow, Green Report have been temporarily suspended and are currently shown as "white." The valve exercising program was placed on hiatus due to budget constraints in the current Fiscal Year but is expected to return in FY 26, with updated indicators, and relying on GLWA Team members to perform those services.

With GLWA’s transition to NexGen for its Work Order management system, the associated indicators are “white” while we validate data quality and update the associated indicators to reflect the new capabilities of the NexGen system.

Red or Yellow Indicators

Currently one indicator is “Yellow.” Within the Enterprise Resiliency Section our Fiscal Year 25 Capital Improvement Program (CIP) budgeted spending plan indicator reflects this variance. For this measure to be “green” annual spending would need to be above 80% of budgeted amounts. Last month this indicator was “green” with an overall spending ratio of 83% This month we are reporting data through November 2024 and the indicator is “yellow” with an overall spending ratio at 79% of budgeted amounts and reflecting a water CIP spending ratio of 74% and a wastewater spending ratio of 85.5%. Given the slight nature of this variance GLWA does not believe corrective measures are currently necessary.