

## **WMW1300Memorandum**

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**To:** HONORABLE BOARD OF DIRECTORS

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

**CC:** William M. Wolfson, CACO

**Date:** May 17, 2023

**RE: EXPLANATION OF CEO JUNE 2023 KPIs "RED, YELLOW, GREEN" REPORT**

**OVERVIEW** Last month there were two "yellow" indicators. This month there are two "yellow" indicators.

Our first "yellow" indicator is the measure of the ratio of operable valves to valves assessed. Last month this indicator was also "yellow." Last month we reported to the Board on our transition to a new phase of this project, however, the data reported this month is from March 2023 during the phase of the project which is being concluded. The goal for this metric is 100% of GLWA valves are operational. Last month we reported that 76.7 % of GLWA valves assessed were operational. This month the percentage of operational valves is slightly higher at 77%. 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 second "yellow" indicator relates to our ratio of preventative to corrective maintenance work orders for wastewater operations. For this metric to be "green" the ration of preventative to total maintenance work would be between 75 and 85%. Last month the indicator was "green" at 83% of total work orders. This month the indicator is "red" with preventative maintenance work orders accounting for 87% of total work orders. Given this slight variance, although GLWA will continue to monitor this issue, we do not feel additional action is necessary at this time.

It has been our process to highlight specific measures following the overview section of this report. Beginning in July 2023, we are modifying that process to eliminate the detail of specific measures as that commentary is largely repetitive of the overview.

**SPECIFIC RED AND YELLOW MEASURES ON FOLLOWING PAGE:**

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

Explanation and Responsive Actions: Our valve assessment project measure remains “yellow” this month and performance has declined slightly from the previous month. Last month we reported to the Board on our transition to a new phase of this project, however, the data reported this month is from April 2023 during the phase of the project which is being concluded. 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
<b>Infrastructure Strategy and Performance</b>	<u>Wastewater</u> - Preventative maintenance projects completed as a percentage of total projects	Reduced risk of unplanned downtime or inefficiencies	<b>Green</b> <b>Yellow</b> <b>Red</b>	<b>75 - 85%</b> <b>&gt;85%</b> <b>&lt;75%</b>	<b>Yellow</b>

Explanation and Responsive Actions: This indicator relates to our ratio of preventative to corrective maintenance work orders for wastewater operations. For this metric to be “green” the ration of preventative to total maintenance work would be between 75 and 85%. Last month the indicator was “green” at 83% of total work orders. This month the indicator is “red” with preventative maintenance work orders accounting for 87% of total work orders. Given this slight variance, although GLWA will continue to monitor this issue, we do not feel additional action is necessary at this time.