

WMW1300Memorandum

To: HONORABLE BOARD OF DIRECTORS

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

CC: William M. Wolfson, CACO

Date: April 23, 2023

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

OVERVIEW Before addressing specific “red” or “yellow” indicators. I wanted to update the Board on our Enterprise Resiliency indicator related to the percentage of GLWA team members completing the monthly assigned cybersecurity training. When we began measuring this indicator, our “green” standard was that at least 75% of team members having completed this training as assigned. This month we are adjusting this indicator to reflect a minimum 90% completion rate to be “green.” This adjustment is another reflection of the progress we have made in focusing the GLWA team’s attention on the importance of cybersecurity.

Last month there were two “yellow” indicators. This month there are four “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.” This month we will be reporting to the Board as we transition to a new phase of this project. The goal for this metric is 100% of GLWA valves are operational. Last month we reported that 78.2 % of GLWA valves assessed were operational. This month the percentage of operational valves is slightly lower at 76.9%. 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 reflects the percentage of water preventative maintenance work orders completed as scheduled. For this measure to be “green” at least 80% of the work orders scheduled for the month must be completed. This month we are reporting data from February 2023 and the indicator turned “yellow” with only 78% of work orders completed. Although the indicator is “yellow,” the 2% underperformance is slight, so GLWA

will continue to monitor this item to determine if further corrective measures are necessary.

Our third “yellow” indicator reflects the number of wastewater preventative maintenance work orders completed as a percentage of total work orders. For this measure to be “green” the percentage of preventative maintenance work orders completed will be between 75% and 85% of total work orders. This month we are reporting data from February 2023 and the indicator turned “yellow” with preventative work orders accounting for 87% of work orders completed. Although the indicator is “yellow,” the 2% overperformance is slight, so GLWA will continue to monitor this item to determine if further corrective measures are necessary.

Our fourth “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 “yellow.” and our network up time was at 99.51%. This month our network up time was slightly improved but still “yellow” at 99.91%. During this period GLWA experienced downtime due to power outages at multiple sites. Although GLWA will continue to monitor this issue, given the very slight improvement, 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 - 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	
Infrastructure Strategy and Performance	Water - Preventative maintenance projects completed as planned	Reduced risk of unplanned downtime or inefficiencies	Green Yellow Red	80 - 100% 60% - 80% <60%	Yellow

Explanation and Responsive Actions: This indicator reflects the percentage of water preventative maintenance work orders completed as scheduled. For this measure to be “green” at least 80% of the work orders scheduled for the month must be completed. This month we are reporting data from February 2023 and the indicator turned “yellow” with only 78% of work orders completed. Although the indicator is “yellow,” the 2% underperformance is slight, so GLWA will continue to monitor this item to determine if further corrective measures are necessary.

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

Explanation and Responsive Actions: This indicator reflects the number of wastewater preventative maintenance work orders completed as a percentage of total work orders. For this measure to be “green” the percentage of preventative maintenance work orders completed will be between 75% and 85% of total work orders. This month we are reporting data from February 2023 and the indicator was turned “yellow” with preventative work orders accounting for 87% of work orders completed. Although the indicator is “yellow,” the 2% overperformance is slight, so GLWA will continue to monitor this item to determine if further corrective measures are necessary.

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 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 “yellow.” and our network up time was at 99.51%. This month our network up time was slightly improved but still “yellow” at 99.91%. During this period GLWA experienced downtime due to power outages at multiple sites. Although GLWA will continue to monitor this issue, given the very slight improvement, we do not feel additional action is necessary at this time.