

## MEMORANDUM

**TO:** Lead Asset Manager **FROM:** Maria Flores, COO **DATE:** October 26, 2023 **SUBJECT:** Urgent Action on Asset Performance Reporting

I'm writing to formally express my dissatisfaction with our current asset performance monitoring capabilities. The report on last week's substation failure in the Maplewood district was unacceptable—it was three days late and buried critical information in a 50-tab spreadsheet. We are flying blind.

I cannot make sound strategic decisions with lagging, fragmented data. I need a consolidated, executive-level view of our asset health, risks, and performance against our strategic objectives. I expect a proposal for a performance monitoring dashboard on my desk within the next two weeks.

This is not a request for a technical deep-dive. I need a conceptual design that tells me what you think I need to see, and why. What are the vital signs of our network? How do we know if we are winning or losing? This is your top priority.