

MEMORANDUM

TO: Alex Chen, Asset Manager

FROM: Maria Flores, Director of Operations

DATE: October 26, 2023

SUBJECT: Urgent: Performance Analysis & Council Briefing

Alex,

Following last night's council meeting, we are in a critical position. The anecdotal complaints about water main breaks and service interruptions are now a major political issue. We can no longer say we're 'looking into it.' We need a plan, and that plan must be built on solid evidence.

I need you to take the lead on this. I've given you access to the internal data we have, plus the Riverbend benchmarking study. I need you to perform a comprehensive performance gap analysis. Don't just give me numbers; give me insight. Where are we falling short compared to our peers? What are the operational and financial impacts of these gaps?

I am meeting with the City Manager in two weeks and I need to present him with your preliminary findings. He will not approve any new funding without a clear, data-backed case for change. This is your top priority. Let me know what you find.