

Q4 Focus Item Report Card



## **Commission-Level Focus Items**

## Inflow & Infiltration Program Development



Moves to program work in 2024

**Greenhouse Gas Reduction Plan** 



**Ongoing Commission Process Improvement** 



**Equity** 



- On target
- Closely monitoring; not requiring action just yet
- Re-evaluate; may require a course correction



## **Commission-Level Focus Items**

PFAS Sampling & Monitoring



Moves to program work in 2024

Service Charges & Rate Structure



Badger Mill Creek
Phosphorus Compliance



- On target
- Closely monitoring; not requiring action just yet
- Re-evaluate; may require a course correction

# **CED/E Team-Level Focus Items**

### **RCM Improvements**



Moves to program work in 2024

Enterprise Resource Planning (ERP) Implementation



Diversity, Equity & Inclusion



- On target
- Closely monitoring; not requiring action just yet
- Re-evaluate; may require a course correction

# **CED/E Team-Level Focus Items**

## Executive Team Leadership & Oversight



Will be removed as a focus item for 2024

### **Employee Engagement**



## **Emergency Management/ Business Continuity/Disaster Recovery**



Removed as a focus item for 2024

- On target
- Closely monitoring; not requiring action just yet
- Re-evaluate; may require a course correction



