

Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: August 4, 2018

RE: EXPLANATION OF CEO August 2018 KPIs – “RED, YELLOW, GREEN REPORT

OVERVIEW: As you will notice this months KPI report has a format different from previous report as we have reformatted the information from operational to align with Effective Utility Management (EUM) attributes that each KPI supports.

This month there are no “red” and two “yellow” indicators. The two Yellow indicators are both within our Information Technology services. While our progress towards meeting our Wide Area Network connectivity remains consistently well over 99% the metric remains “yellow.” In addition, we have seen a slight decline in our ability to close service incidents within 24 hours causing that measure to go from “green” to “yellow”, with a new manager in place to support the team, we are confident we will soon see a return to “green for this measure

While we met our goal of keeping our effluent phosphorus concentration 20% below our National Pollution Discharge Elimination System (NPDES) permitted levels causing the measure to return to “green” as we ended the 2018 Fiscal Year, we did not meet MDEQ’s target of a 40 percent reduction in phosphorus loading in the Western Lake Erie Basin.

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	GLWA will meet the service sector standard by resolving at least 68% of Incidents reported to the Service Desk within 24 hours of receipt.	Rapid Incident response promotes Employee Productivity	Green = 68% Yellow = 55% to <68% Red = 55%	YELLOW

Explanation and Responsive Actions: This metric measures GLWA’s ability to respond rapidly to technology incidents. After having been “green” for several months, the incident closure rate dipped to 64.4% below the standard of 68%. GLWA has appointed a new manager to support the service delivery team and believes that this will help return this measure to “green.”

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	All GLWA sites (59) with Wide Area Network (WAN) connections will have 100% availability excluding schedule down time for maintenance.	Network Connectivity promotes Employee Productivity.	<i>Green = 100% Yellow >=99.50% and <100% Red <99.50%</i>	YELLOW

Explanation and Responsive Actions: The above Information Technology metrics support communication ability necessary in supporting employee productivity, workflow optimization, and enterprise integration. As we have indicated previously, this is an extremely difficult aspirational goal to achieve, in July, 2018, we had a connectivity rate of 99.97% one of our highest ever. While the measure remains “yellow”, we appear to have reached a steady state of at least 99.5% connectivity.