

Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: June 9, 2018

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

OVERVIEW: Last month there were three “yellow” indicators. This month there are no “red” and three “yellow” indicators. Last month we added seven new Key Performance Indicators (KPIs).

As we advised the Board at that time, we would make periodic adjustments to our goals and measures as warranted by operations. We established a goal of a 99% first-time success rate consistent with service sector standards. Nonetheless, because this was a new function for the team, we set a range of 90 -100% as “green” and advised the Board that we would consider adjusting this goal after 3-6 months had elapsed. Based upon the team’s performance we will present a revised set of “red, yellow, and green indicators for this goal in July.

EUM Attribute	Measure	Significance	Criteria	Status
Product Quality	Effluent phosphorus concentration will be at least 20% below Permit levels	Wastewater regulatory compliance	Green= <80% of Permit Levels Yellow = 80 to 100% of Permit levels Red = exceeds Permit levels	YELLOW

Explanation and Responsive Actions: GLWA has established a goal of maintaining a phosphorus effluent concentration at no more than 80% of permitted levels. This past month, the Fiscal year-to-date discharge was just slightly ahead of GLWA’s 80% goal (81%)but well within permitted limits. We believe that, while within permitted levels, the current increase in phosphorus concentration is at least in part due to extremely low flow volumes during dry weather. We continue to monitor the situation and are considering

additional opportunities to optimize our use of ferric chloride to reduce effluent phosphorus concentrations.

EUM Attribute	Measure	Significance	Criteria	Status
Stakeholder Understanding and Support	GLWA Materials will be used or GLWA Sources quoted in at least 75% of online and print articles mentioning the GLWA.	Effective media interaction	Green = Pull through >75% Yellow = Pull through > 60% band < 75% Red = Pull through <50%	YELLOW

Explanation and Responsive Actions: This metric measures GLWA message “pull through” by the use of GLWA materials or subject matter experts in articles mentioning GLWA. This measure was “yellow” at a 60% “pull through.” During the past month, much of the coverage mentioning GLWA focused on several communities in Ohio considering GLWA as a source for water. Due to the nature of the articles, it would not have been appropriate for GLWA to comment.

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, while “yellow” we appear to have reached a steady state of at least 99.5% connectivity.