

Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: February 6, 2019

RE: EXPLANATION OF CEO January 2019 KPIs – “RED, YELLOW, GREEN REPORT”

OVERVIEW Last month there were two “red” and two “yellow” indicator. This month there are two “red” and two “yellow” indicators. The two “red” metrics are the new measures discussed above.

EUM Attribute	Measure	Significance	Criteria	Status
Infrastructure Strategy and Performance	Water - 25 or more valves exercised per month	Reduced risk of unplanned downtime or emergency repairs	Green=25 or more per month Yellow= 21 -24 per month Red = 20 or less per month	RED

Explanation and Responsive Actions: Progress in identifying valves was slowed due to the holidays and winter temperatures which required GLWA to redeploy Field Team Members supporting this effort to other areas of need for the utility.

EUM Attribute	Measure	Significance	Criteria	Status
Infrastructure Strategy and Performance	Water - 100% of GLWA valves assessed are operational.	Reduced risk of unplanned downtime and service interruption	Green = 90-100% Yellow = 80 - ,90% Red = <80%	RED

Explanation and Responsive Actions: Reason for “red” on the Valves Operational: 29.7% are currently defined in one of three categories – minor repair, rehabilitation or

replacement. Where the valve ultimately ends up is determined at the end of the contract which means that a valve can go from minor repair to rehabilitated during the contract and may be operational by the end of the contract period.

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	GLWA will meet the service sector standard by resolving at least 68% of service requests reported to the Service Desk within 5 days of receipt.	Rapid Service Request response promotes Employee Productivity	Green = 68% Yellow = 55% to <68% Red = <55%	YELLOW

Explanation and Responsive Actions: The incident closure rate for January is 66.4%, slightly below the benchmark of 68%. This is due to short-term constraints on the availability of resources

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	At least 99% of GLWA system data back-ups will be successful on the first attempt.	Network management protects data and promotes Employee Productivity	Green = 90 - 100% first attempt success Yellow = 85 - <90% first attempt success Red <85% first attempt success	YELLOW

Explanation and Responsive Actions: This measure declined from a 99% success rate ("green") in November to a 92% success rate ("yellow") last month and a 91% success rate this month. GLWA continues to experience multiple issues with its server software but hopes to resolve these issues in the near future.