



Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: December 3, 2020

**RE: EXPLANATION OF CEO December 2020 KPIs – “RED, YELLOW, GREEN”
REPORT**

OVERVIEW Last month there were no “red”, two “yellow” and two “white” indicators. This month there are no “red,” and two “yellow” indicators.

Last month the metric for phase two of our valve exercising initiative were “white” as we awaited the flow of data from phase two of the initiative. This month we are reporting initial data and the metric that 100% of GLWA valves are operational is “yellow.” 87.2 % of GLWA valves assessed in October were operational, below the 90% threshold to cause the measure to be green.

SPECIFIC RED AND YELLOW MEASURES ON FOLLOW

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%	Yellow

Explanation and Responsive Actions: As GLWA begins Phase 2 of the program, the initial data shows that 87.2% of GLWA valves assessed were operational. The primary cause of this performance appears to be the location and condition of the valves. GLWA will continue to monitor this metric and will repair or replace valves as necessary. GLWA continues to establish a system baseline for valve operability. Until that process is complete the remedial measures implemented will not impact this metric.

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	GLWA will exceed the 68 % service sector standard by resolving at least 78% of Incidents reported to the Service Desk within 24 hours of receipt.	Rapid Incident response promotes Employee Productivity	Green = 78-100% Yellow = 68% to <78% Red = <68 %	Yellow

Explanation and Responsive Actions: GLWA has set an aspirational goal of exceeding the service sector standard of 68% by resolving at least 78% of Incidents reported to the Service Desk within 24 hours of receipt. This month GLWA resolved 74.6% of these requests within that timeframe. While GLWA will continue to monitor this measure, at this time we do not believe that further corrective measures are required. The measure may have become "yellow" due to the number of holidays in November.